Trouble Shooting Guide
**[Name of this Guide]**

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| --- | --- |
| Service: |  |
| Author: |  |
| Date Created / Last Updated: |  |

**Incident Description**

[Describe how to recognize what type of Incident this Guide should be used for.]

**Environment**

[List the important environment information that clarifies when this guide applies, e.g. browsers, operating systems, applications, and the versions of each.]

**Trouble Shooting Procedure**

1. [Describe the steps that the IT Help Center should perform to trouble shoot the Incident]

**Information for Escalation**

Please make sure the following information is documented in the Incident record before escalating the Incident to second or third-level support.

* [Complete bullet point list]