

Date	Councillor	Issue	Resolved	DS Time Taken	DS Officer	SRS input
23/10/17	Cllr Taylor	Trying to replicate issue of saving/opening files to resolve. Unable to replicate	No	15 minutes	JP	n/a
26/10/17	Cllr Watts	Can't connect to citrix at home	Yes – established that he is not going via Check point mobile every time he is logging on. Awaiting feedback	10 mins	WB/RK	n/a
27/10/17	Cllr Higginson	Put emails on Jim Phone. Tried to sync the emails to it but think there is an issue with log on (usernames of R.Higginson but emails Jim)	No	15 minutes	JP	
27/10/17	Cllr B Jones	View in email account had changed and needed resetting	Yes	n/a	JP	n/a
30/10/17	Cllr Treharne	Citrix not connecting when not connected to internal wifi. SRS changed username from Treharne.N to Treharne.J which likely had knock on effect. Tried changing password to re-sync but not allowed with SRS. Cllr Treharne came to County Hall as SRS said they would try and get someone to drop in but didn't arise. SRS suggested that the version of citrix was out of date but all cllrs would have this issue if this was the case. Left with SRS to investigate further.	No	3 hours	JP	Left with Aaron on helpdesk to get back to Cllr Treharne with solution. Checkpoint issue – connecting to Torfaen not MCC. IT looking for resolution. Awaiting time to re-install checkpoint to resolve.
30/10/17	Cllr Higginson	Locked account	Yes	15 minutes	JP	Helpdesk unlocked account
30/10/17	Cllr Roden	Password expired, needed resetting. Complicated by keyboard issue that wouldn't allow log in easily	Yes	25 minutes	WB/JP	Helpdesk reset password
30/10/17	Cllr Pavia	Checkpoint log in error. Reset password to try and sync it but didn't work. Log called with SRS to check settings	Yes	20 minutes	JP	Helpdesk checked, as he's requested web access to emails he needs keyfob which

						overrides password log on. Awaiting delivery of keyfob. Keyfob delivered and working, small issue with signature in emails.
31/10/17	Cllr D Evans	Outlook OST file error. Wouldn't open outlook. Checked file error, issue with Skype using file outlook needs. Closed instances of skype and outlook worked ok, restarted computer and still worked OK. Two versions of skype running in task manager so issue may re-occur.	Yes	30 minutes	JP	Run issue by SRS to see if aware of it. Not occurred before, may need to rebuild profile if re-occurs.
31/10/17	Cllr B. Jones	Wanted to run through how to log on abroad. Also how to use camera and photos	Yes	5 minutes	JP	n/a
3/11/17	Cllr Smith	Same Citrix Issue as Councillor Treharne. New tablet provided to resolve issue in interim.	Yes	2 hours	JP	Tried new profile load to fix issue but didn't work. Awaiting IT resolution. Checkpoint issue – connecting to Torfaen not MCC. IT looking for resolution. New tablet provided and works fine. Needed to re-install checkpoint.
3/11/17	Cllr Roden	Locked Account	Yes	15 minutes	JP/WB	Helpdesk unlocked account.
9/11/17	Cllr Woodhouse	Problems accessing My Monmouthshire App at home – barracuda message. Connected to Hotspot to confirm this - Advised to check using Checkpoint mobile to access systems and to contact SRS helpdesk if problems continue	No/Yes	10 minutes	WB	
9/11/17	Cllr Woodhouse	Problem accessing Extranet – resolved by following forgotten password route	Yes	5 mins		
9/11/17	Cllr Smith	1. Proxy Server not responding at home 2. Spam messages	1. did updates and	15 mins	WB	

		3. Software changes required	checked Check Point mobile using personal hotspot – now working 2. Spam messages – shown how to release to inbox 3. No			
9/11/17	Cllr Higginson	E mail access - issues connecting to network here and at home – is having a new router delivered today	1. emptied deleted items 2. connected via network cable resolved access issues	10 mins	WB/RK	
9/11/17	Cllr Webb	Assistance to empty deleted items	Yes	2 mins	WB	
9/11/17	Cllr Jones	Difficulties connecting to check point mobile at home	Yes but we are unclear if he is consistently connecting via	15 mins	RK	
9/11/17	Cllr Watts	Forgotten Password and explanation of Checkpoint Mobile at home and not in MCC buildings	Yes	10 mins	RK/AG/WB	
13/11/17	Cllr Harris	Couldn't get info he wanted from Hub	Yes	10 mins	AJJ	
13/11/17	Cllr Harris	Help changing password	Yes	5 mins	AJJ	
16/11/17	Cllr Dymock	Mod gov wont install	No	3 hours	WB/JP	IT trying to resolve JP and WB now have admin rights and should be able to install.

16/11/17	Cllr Higginson	Wifi card disabled	Yes	15 minutes	JP	Updated software
16/11/17	Cllr Smith	Mod gov wont install / install scanner software (IT admin can only do install)	Yes	4 hour	JP	
16/11/17	Cllr A Davies	Couldn't connect from home. Given replacement tablet. Needed updates due to holiday. Updates caused wifi card error and couldn't connect to network. Issue caused due to updates.	Yes	3 hours	JP	Worked in CH, doesn't work at home. Re-install checkpoint and try again.
16/11/17	Cllr Edwards	My View log in issues and updates to tablet	Yes	45 minutes	JP	
22/11/17	Cllr Batrouni	Reset password. Tried installing mod gov but too many updates and not enough time to finish.	Yes	15 Minutes	JP	
22/11/17	Cllr Higginson	Tablet appeared stuck switching off. Was installing updates ad just needed time	Yes	25 Minutes	JP	
23/11/17	Cllr Strong	Updates needed to be installed, causing issues with wifi adapter. Restart and should work.	Yes	1.5 hours	WB/JP	
		Mod gov install wouldn't work	No			
30/11/17	Cllr Higginson	Continuing problems using tablet at home. Connected via personal hotspot to test	yes	30 mins	WB	SRS uninstalled and reinstalled VPN connection
30/11/17	Cllr Davies	Updates need to be installed	yes	20 mins	WB	
04/12/17	Cllr Higginson	Ongoing problems using tablet at home. Locked out , e mails not updated and couldn't access MyView	yes	15 mins	WB	SRS reviewed password synchronisation
04/12/17	Cllr Powell	Reset password	yes	10 mins	WB	