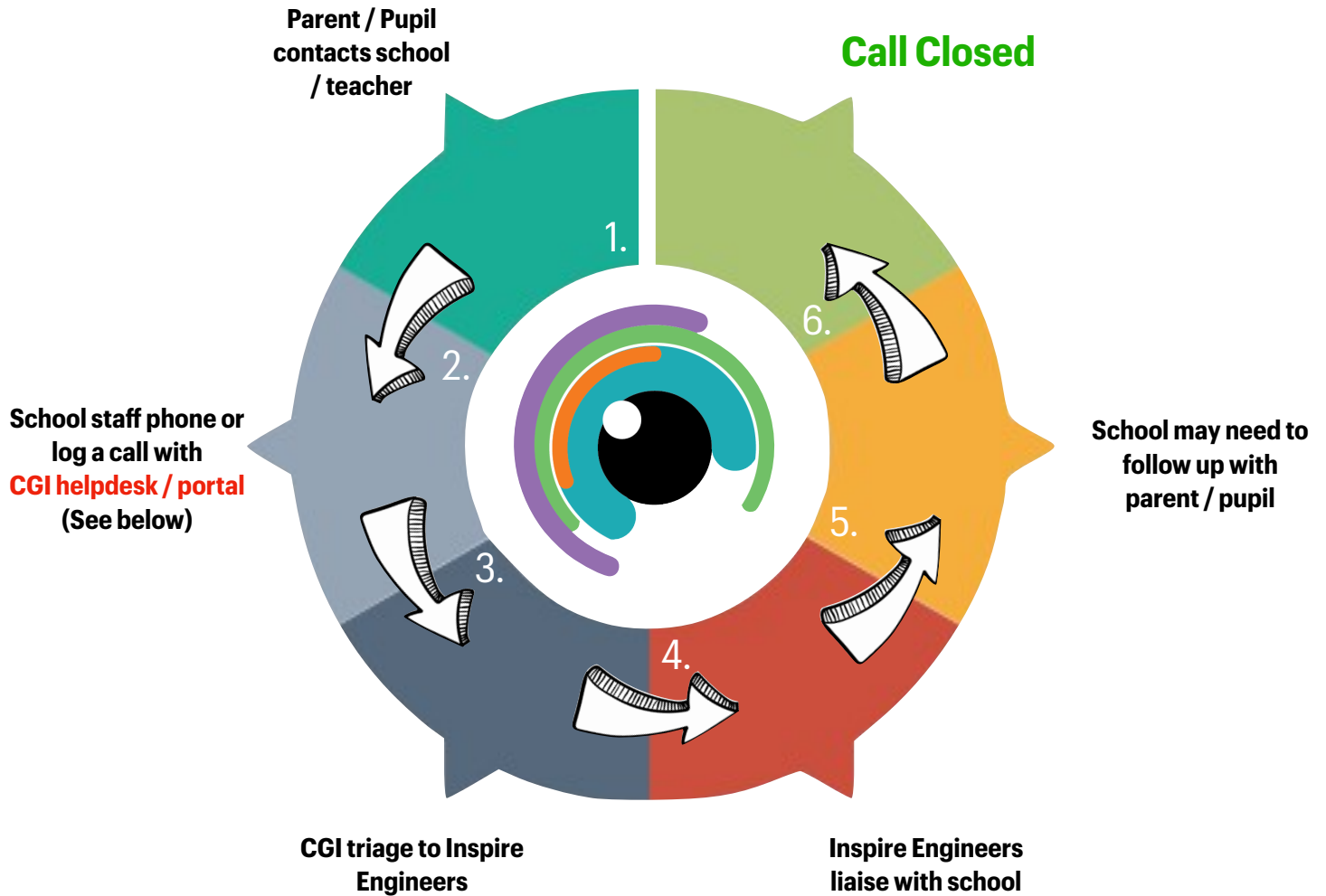


HOW CAN WE HELP - TECHNICAL SUPPORT PATHWAY

Please follow our technical support pathway to enable us to help with any technical issues.



CGI Helpdesk / Portal

Tel: 01835 825042

MyIT Portal (corporate users only):
<https://adfs.scotborders.gov.uk/adfs/ls/>

Common Issues

Issue:	Pincode resets.
Who can Help?	Inspire Engineer.
What to do?	Log a call. (Some schools have staff who can carry out this task so no need to log a call.)
Issue:	Apple ID resets.
Who can Help?	Inspire Engineer.
What to do?	Log a call.
Issue:	RM School Computer Logins
Who can Help?	CGI.
What to do?	Log a call.