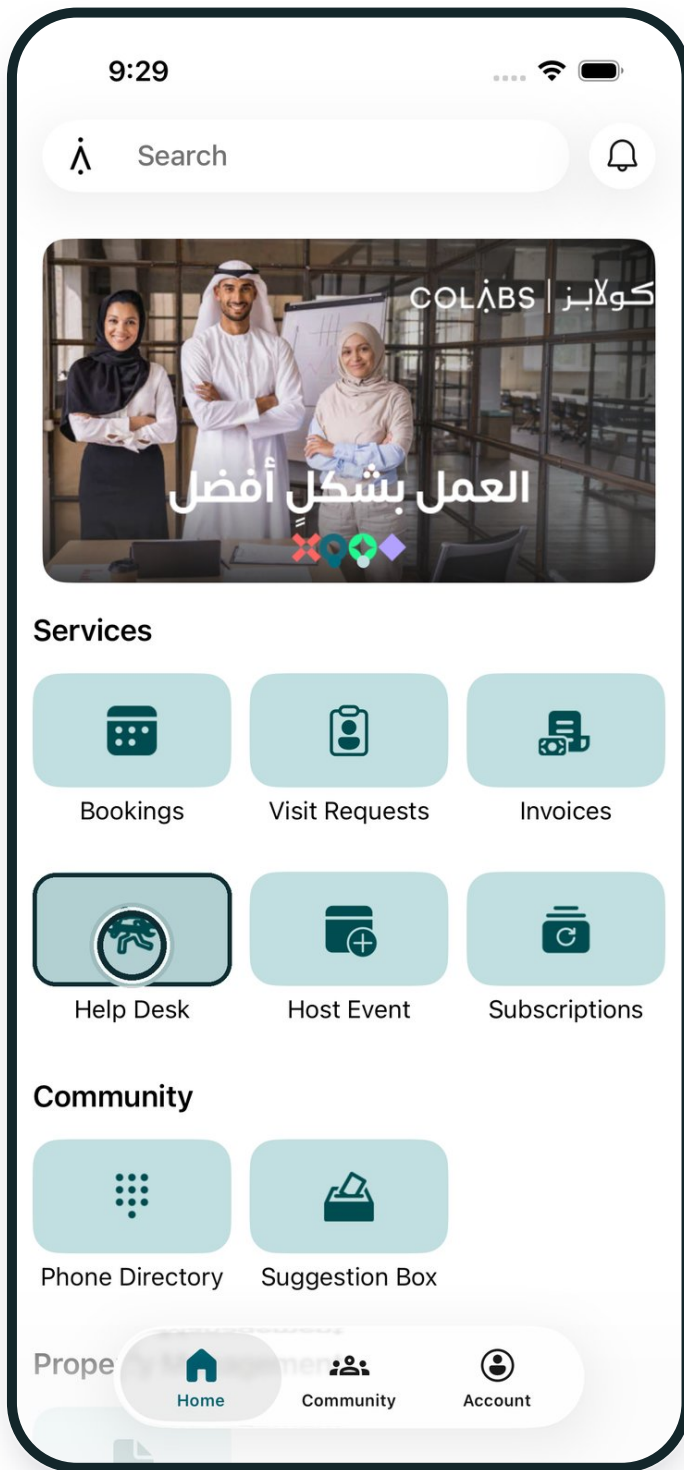


Get help from the Help Desk

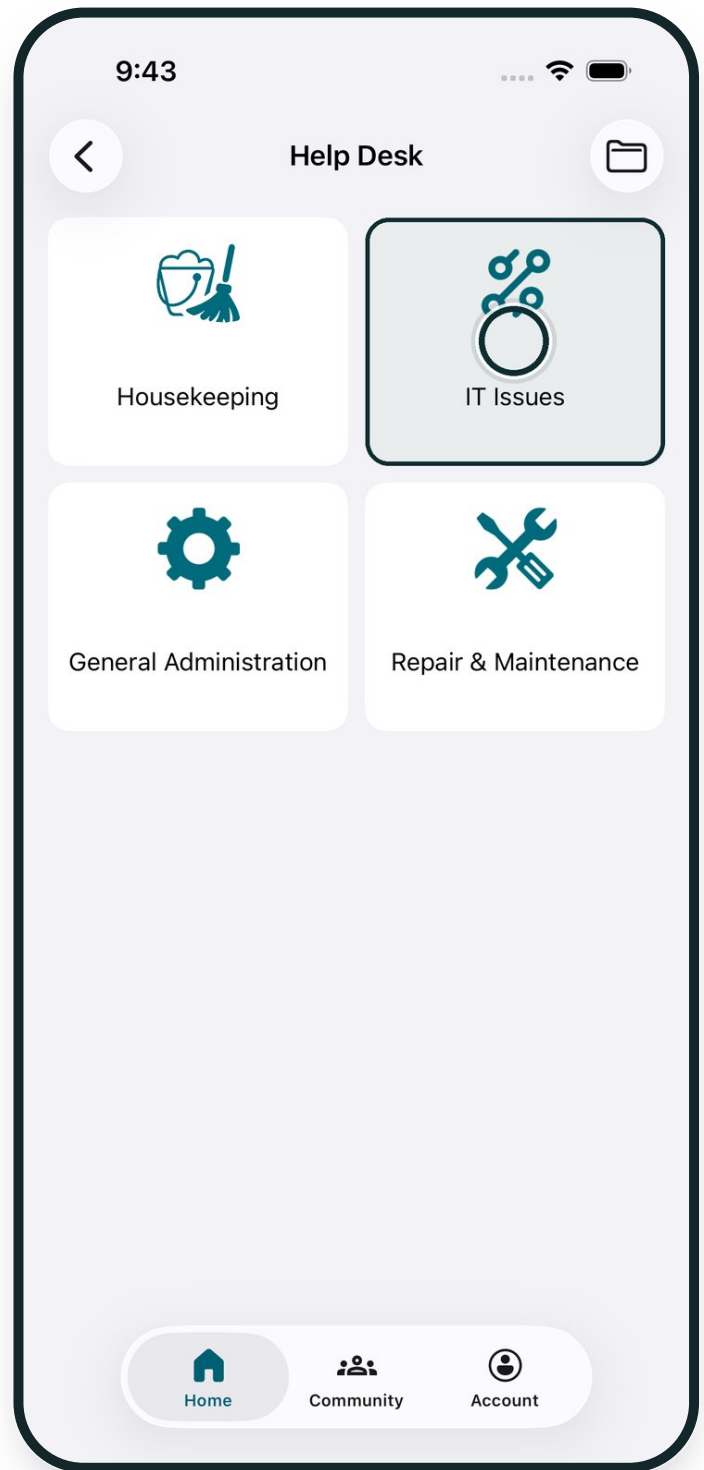
Wi-Fi playing up, a room that needs cleaning, or something that needs fixing? Send it to the Colabs team from the app, then follow it until it's resolved.

- | | |
|-----------------------|--------------------------|
| 01 Home | 02 Category |
| 03 Unit | 04 Title |
| 05 Describe it | 06 Urgency |
| 07 Location | 08 Submit |
| 09 Track it | 10 My Submissions |



01 HOME

On the home screen, tap **Help Desk** under Services.



02 CATEGORY

Choose a category: Housekeeping, **IT Issues**, General Administration or Repair & Maintenance.

9:47

IT Issues

MANAGED IT SERVICES

Unit

COLABS Narjis | COLABS Narjis | HQ-02

Title

Wi-Fi keeps disconnecting

Description of issue*

My laptop drops the Colabs Wi-Fi every f...

Level Of Urgency *

Enter your space location (Office no, Co working seat no, meeting space)*

Office 12

Submit

Home Community Account

03 UNIT

Your **unit** is already filled in.

9:47

IT Issues

MANAGED IT SERVICES

Unit

COLABS Narjis | COLABS Narjis | HQ-02

Title

Wi-Fi keeps disconnecting

Description of issue*

My laptop drops the Colabs Wi-Fi every f...

Level Of Urgency *

Enter your space location (Office no, Co working seat no, meeting space)*

Office 12

Submit

Home Community Account

04 TITLE

Give the request a short **title**, for example Wi-Fi keeps disconnecting.

9:47

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IT Issues

MANAGED IT SERVICES

Infrastructure Management

Server Maintenance

Systems Administration

Data Backup & Disaster Recovery

Network Monitoring & Security

Authentication

Unit

COLABS Narjis | COLABS Narjis | HQ-02

Title

Wi-Fi keeps disconnecting

Description of issue*

My laptop drops the Colabs Wi-Fi every f...

Level Of Urgency *

Enter your space location (Office no, Co working seat no, meeting space)*

Office 12

Submit

Home Community Account

9:47

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IT Issues

MANAGED IT SERVICES

Infrastructure Management

Server Maintenance

Systems Administration

Data Backup & Disaster Recovery

Network Monitoring & Security

Authentication

Unit

COLABS Narjis | COLABS Narjis | HQ-02

Title

Wi-Fi keeps disconnecting

Description of issue*

My laptop drops the Colabs Wi-Fi every f...

Level Of Urgency *

Enter your space location (Office no, Co working seat no, meeting space)*

Office 12

Submit

Home Community Account

05 DESCRIBE IT

Describe the issue so the team knows what to expect.

06 URGENCY

Tap **Level Of Urgency** and choose Low, Medium, High or Critical.

9:47

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IT Issues

MANAGED IT SERVICES

Infrastructure Management

Server Maintenance

Systems Administration

Data Backup & Disaster Recovery

Network Monitoring & Security

Authentication

Unit

COLABS Narjis | COLABS Narjis | HQ-02

Title

Wi-Fi keeps disconnecting

Description of issue*

My laptop drops the Colabs Wi-Fi every f...

Level Of Urgency *

Enter your space location (Office no, Co working seat no, meeting space)*

Office 2

Submit

Home Community Account

07 LOCATION

Enter **where you are**: office number, coworking seat or meeting space.

9:48

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IT Issues

MANAGED IT SERVICES

Infrastructure Management

Server Maintenance

Systems Administration

Data Backup & Disaster Recovery

Network Monitoring & Security

Authentication

Unit

COLABS Narjis | COLABS Narjis | HQ-02

Title

Wi-Fi keeps disconnecting

Description of issue*

My laptop drops the Colabs Wi-Fi every f...

Level Of Urgency *

Medium

Enter your space location (Office no, Co working seat no, meeting space)*

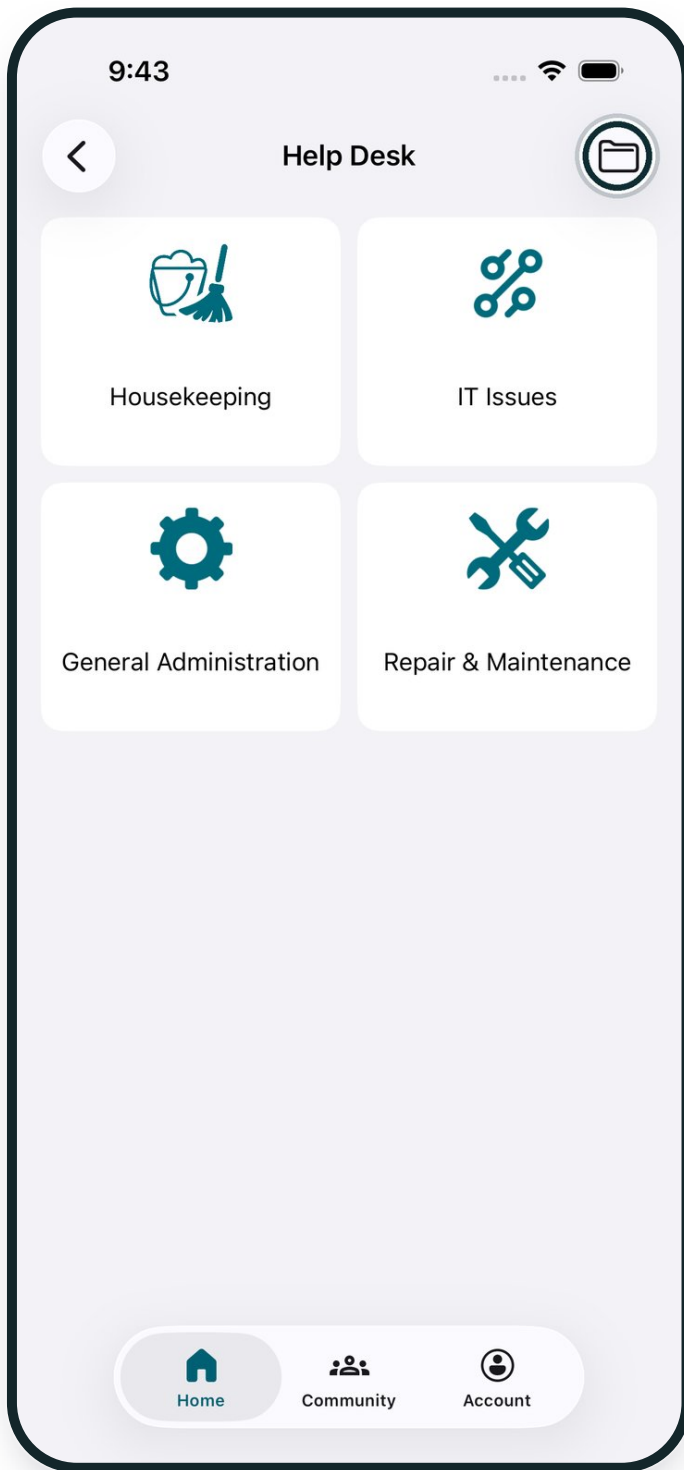
Office 12

Submit

Home Community Account

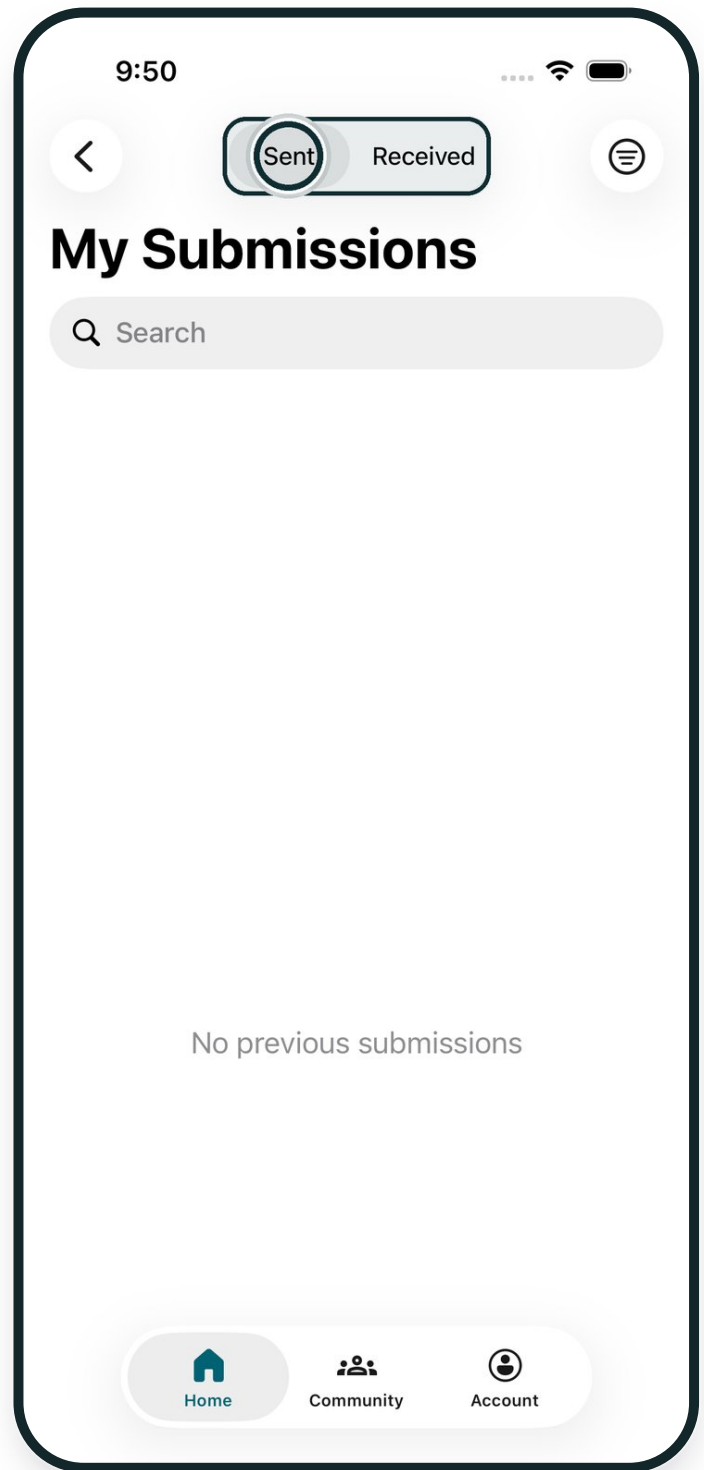
08 SUBMIT

Check the details, then tap **Submit**. Your request goes straight to the team.



09 TRACK IT

To follow up later, tap the **folder icon** at the top right of Help Desk.



10 MY SUBMISSIONS

My Submissions lists your requests under **Sent** with their live status. Use search or the filter to find one.

That's it, request sent

The team is notified right away, and you'll get **updates in the app** as your request moves along.

Be specific. Say what's happening and since when.

Set the right urgency. Keep Critical for issues that stop you working.

Give your exact spot. An office or seat number saves the team time.