

QUICK GUIDE TO THE IT SUPPORT TOOL



If you log on to any staff or student computer within Edinburgh Napier University you will see an **IT Support Tool** icon on the desktop, use it to:

- Find **information** about the computer you are working on.
- Submit **support** queries, files and desktop screenshots directly to IT Support from computers within the University.
- It also enables users with roaming profiles (primarily students) to **clean up their roaming profile** and reduce its size.

To use the IT Support tool: Double click on the **IT Support Tool** icon, the home screen will appear:

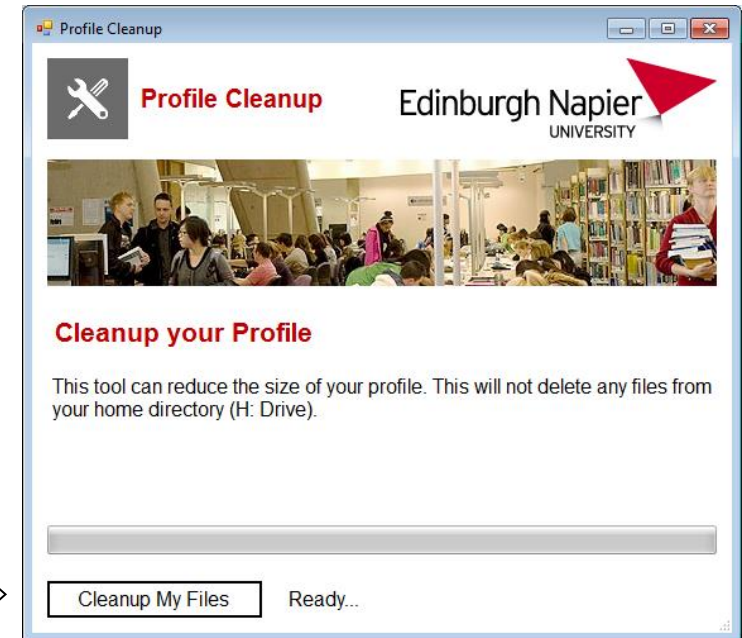
Close any of the windows by clicking on the X on the top right



View **information** about the computer you're working on such as:

- Computer name
- IP and MAC addresses
- Desktop image revision
- And much more...

Request **IT Support** (instructions over page)



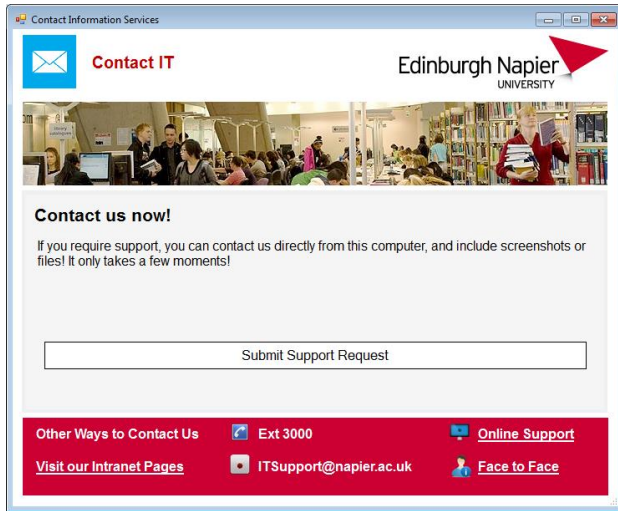
Cleanup my files opens the Profile Cleanup screen:

Click on the **Cleanup My Files** button to remove settings from your Roaming Profile:

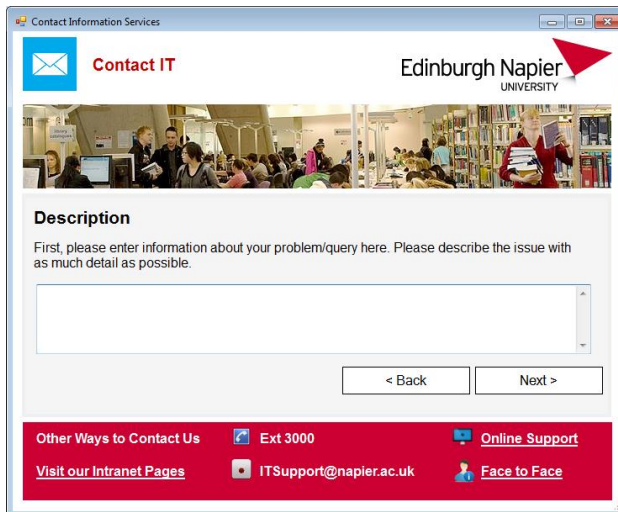
- This may revert some program information back to the default settings.
- It will not delete key Microsoft settings, or your desktop background.
- It will **NOT** delete any saved data from your H drive.

To request IT Support:

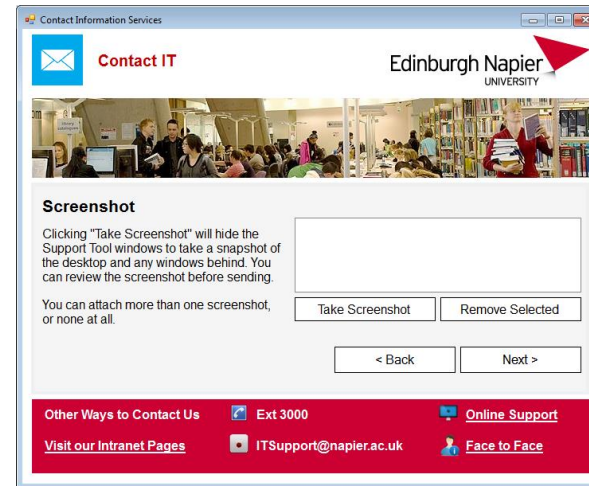
1. Click **Request IT Support Now**, the following screen will appear:



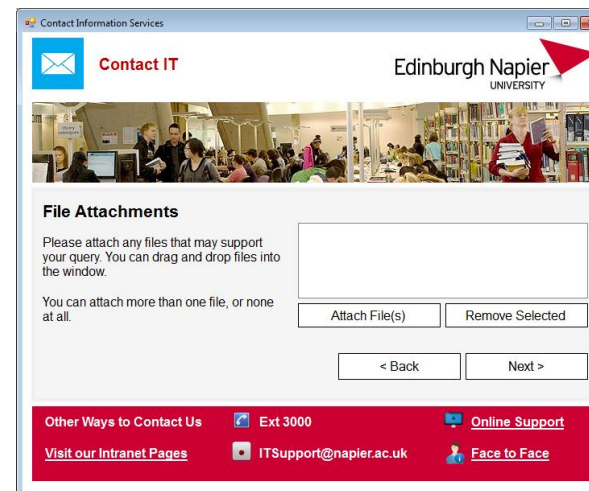
2. Click **Submit Support Request**, enter your **description** (must be at least 10 characters) and click **Next**.



3. Click on **Take Screenshot** to attach a screenshot of your desktop:



4. You will see a preview of the screenshot which you can choose to **Attach** or **Discard**, click **Next**.
5. Click on **Attach File(s)** to follow the on screen instructions to attach a file, click **Next**:



6. Click **Submit Details to the IT Support Desk** and you'll receive a "Support Request Sent Successfully" confirmation message.

Contact the **IT Support Desk** for further information:

Tel: ext 3000 or (0131) 455 3000 **Email:** itsupport@napier.ac.uk