

## **Best Practices**

### **Remember the 4 "W's" when placing a service ticket**

**Who** are you? Always give your contact information and identify who you are and work for.

**What** is the problem or issue? More detailed the better!

**When** did the issue arise?

**Where** did you encounter the issue? Laptops, PC, iPad? On-site or in the field?

It is especially important to include the information above when emailing; if you don't the ticket will be delayed.

### **Tracking Service tickets**

Always keep the email or write down the service ticket number that enkompas assigns to your issue; we do track these!

This enables us to know if they provide outstanding or poor service if the issue comes up again, if it impacts other employees, etc.

You always need to refer to the ticket number when speaking with enkompas!

### **Disk Cleanup**

Remember to run disk cleanup regularly (weekly is best, but at least monthly).

There are many ways to do this:

Start, Windows Administrative Tools, Disk Cleanup

or

Type "cleanmgr" in the address bar at the top of any Windows Explorer File Menu window

or

In the Windows Search box on the taskbar, type Disk Cleanup, then select it from the menu that appears.

Once opened, simply select the drive and select Ok. Then under files to delete, check the boxes and select Ok again.