IT Onboarding guide
25.08.2023

What can I get help with?

PC desktop/
laptop issues

Print/ Scan/
Fax Issues

Teams / Zoom
/ Skype

Microsoft Office
Apps issues

Software/Application
issues

Wireless and general
internet connection

F8

How does the support flow work?

1. You experience an IT issue.

2. You email it.camcares@functioneight.com , CC john.chan@cares.cam.ac.uk

3. Briefly describe the issue.

4. Please include your contact number for reference.

5. The F8 team will receive, respond and start working to resolve the issue.

6. The F8 team may ask to "remote in" to your computer if further access is needed to resolve the issue. This will then be done via a software called Team-viewer that you will have pre-installed on your computer.

7. If the issue cannot be resolved remotely, we will deploy an engineer to come onsite.

8. The issue is resolved & closed as soon as we possibly can.

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