Freshservice End User FAQ – IT Department

This FAQ is customized for common service requests and incidents related to the department. It is aligned with ITIL practices to support effective service delivery and user satisfaction.

## How do I reset my password?

Log in to the Freshservice portal and select 'Forgot Password' or submit an Incident Ticket. Password resets are typically resolved within one hour under standard SLAs.

## Can I request new software or hardware?

Yes. Go to the Service Catalog and select the appropriate item under Hardware or Software Requests. You can track your request through the 'My Tickets' view.

## What should I do if the VPN isn't working?

Submit an Incident Ticket marked as High Priority and include your location and device type. You may also refer to the VPN troubleshooting article in the Knowledge Base.

## How quickly will my issue be resolved?

IT tickets are resolved based on priority and SLA. Critical issues (e.g., system outages) receive immediate attention, while lower priority items are resolved within 1–3 business days.

## Can I find solutions myself?

Yes. Visit the Knowledge Base in the Freshservice portal for self-help articles including troubleshooting steps, setup guides, and IT policies.