

iPad Support Procedures: 12-12-2018

The Computer Services procedures for supporting issues concerning iPads consists of the following:

If an iPad is damaged or stops working, i.e. “display screen is broken; unit fails to recharge”; etc., users should contact Trouble Reporting at: (334) 242-6509. They will direct you how to proceed with assistance from your location.

1. ALDOT Construction iPad users should contact the Area CAMMS Construction Coordinator for primary support first. If the Area CAMMS Construction Coordinator is unable to solve the issue, proceed to step 2. Non-Construction iPad users, proceed to step 2.
2. For Construction iPad users, Coordinators should contact the local Area Technician. Non-Construction iPad users should attempt to contact the local Area Technician for primary support.
3. If the local Area Technician is unable to easily solve the issue, they should create a FootPrint ticket and assign it to themselves. The issue is now documented in the system and assigned to the Area Technician for troubleshooting, resolution or escalation.
4. If the local Area Technician is unable to solve the issue, they should update the existing FootPrint ticket and include all information needed to troubleshoot the issue. They should assign the ticket to the “Gunter Annex Tech” group for resolution.
5. If the local Area Technician is unavailable, users should contact Trouble Reporting at: (334) 242-6509 to report the issue and get a FootPrint ticket created and assigned to the “Gunter Annex Tech” group for resolution.