Users' Approach to Problem Solving

- Report in time any malfunction, even minor and seemingly insignificant because it could be a manifestation of more serious problem;
- Take into consideration the helpdesk work organization without insisting on prompt reactions in case of banalities, try to set up the date and time and follow up the problem's resolution;
- In case of error messages, try to understand the error prior to contacting the helpdesk (read carefully the error message). Consider the possibility to fix the problem yourself, try to estimate all necessary information for error fixing;
- When contacting the helpdesk, collaborate actively and efficiently, and be aware of the fact that successful resolution could require also user's time;
- After resolving the problem, try to understand the cause and if possible avoid its recurrence.