

# HelpDesk



## Welcome!

This is the Kleiss Gears IT knowledge base for common issues (and their resolutions), how-to information, and continuing education videos and tutorials. Please feel free to explore or search for any topic that interests you. Jack is always happy to answer any follow-up questions or take requests for additional resources.

Articles, screenshots, and videos on how to solve some of the most common user and workstation issues in the Kleiss Gears IT infrastructure

### Frequently asked questions

- Add links to popular how-to and troubleshooting articles.
- Highlight important documentation.

### Need more help?

- Link to resources such as your service desk, questions & answers or a forum.
- List contacts for getting additional help.

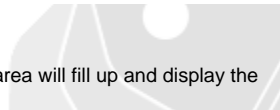
### Other resources

- Include links to relevant external sites and services.
- Add other helpful information.

### Browse by topic

#### Label list

As you and your team label content this area will fill up and display the latest updates.



### Recently updated articles

#### [Fire Drills - 380 Building](#)

Nov 06, 2019 • created by Jack Kleiss

#### [Fire Suppression and Alarm Systems](#)

Nov 06, 2019 • created by Jack Kleiss

#### [Physical Security - Fire - Safety Systems](#)

Nov 06, 2019 • created by Jack Kleiss

#### [Free Busy not showing for an employee](#)

Oct 04, 2019 • created by Jack Kleiss

#### [Do I need to put in a ticket for "insert anything here"](#)

Sep 26, 2019 • created by Jack Kleiss

#### [RealTime Wireless Transmitters - Reset Instructions](#)

Sep 23, 2019 • created by Jack Kleiss

#### [RealTime](#)

Sep 23, 2019 • created by Jack Kleiss

#### [VPN - Z and U Drive unavailable](#)

Aug 31, 2019 • updated by Jack Kleiss • [view change](#)

#### [Workaround for missing e-mails and events](#)

Aug 01, 2019 • created by Jack Kleiss

#### [Outlook - Office365](#)

Aug 01, 2019 • created by Jack Kleiss

#### [Remote Access Portal](#)

Jul 30, 2019 • created by Jack Kleiss

#### [Copy of Wrong Customer Name / Number in Auto-MRB](#)

Jul 25, 2019 • updated by Jack Kleiss • [view change](#)

#### [Absence calendar missing module](#)

Jul 18, 2019 • created by Jack Kleiss

[Victrex password self-service portal](#)

Jul 17, 2019 • updated by Jack Kleiss • view change

[Missing or Invisible Windows in IQMS](#)

Jul 17, 2019 • created by Jack Kleiss