

IT

IT
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computer & IT issues

Occasionally, the computer will have a hiccup and go to a white screen.

When this happens, do the following:

- Press the CTRL, ALT, and DELETE buttons all at the same time.
- This will take you to an "Options" screen – click Log Out.
- This resets the computer and allows you to log back in.

If you experience errors such as the computer crashing, anything out of the ordinary that you cannot fix, email helpdesk@i3bus.com.

If it is an urgent issue, call **616-726-4200**.

Include the following:

- Store location
- Time event occurred
- Describe issue as best as you can
- Detail what you were doing when the issue happened
- CC your Operations Lead or District Lead so everyone is on the same page

Losing Internet Service

- If your power or internet goes out, you can still take cash and credit card transactions.
- Get out a notebook and write down the SKU and a brief description and price. Add everything up and remember to add tax.
- Get the customer's name and phone number to put in rewards for when you are able to ring items up in the computer.
- Use the Square on your iPad to process the total via cash or credit card.
- When the system comes back up, type in the SKU's for each item and make sure your totals match.
- For the payment portion, click ICOM and done.



security camera access

The **District Leads, Human Resources,** and **IT** will be the only departments that will have access to the Security Cameras.

If you believe you will need to see footage due to a customer issue, employee issue, or theft, please fill out the **Security Camera Review Form**.