

Work Order #	Work Order Description: Urgency Level (Location)	Work Order Status	Queue	Requester Name	Support Representative Name
198812	Update user for Laptop 38693	Closed	Client Support	amacdonald	LWhite
198820	Pop Ups: High (Campus:)	Closed	Client Support	mreeve	dlambert
198827	Full Office 365 access for Nicole Wilkinson: High (Campus: OCN)	Closed	Client Support	vdibenedetto	dlambert
198829	Adobe Acrobat latest version download: High (Campus: OFF SITE)	Closed	Client Support	APrasad	dlambert
198833	7/1/2021 : DEPARTING EMPLOYEE: Bakari Naranjo	Closed	Client Support	iphillips	amacdonald
198851	COVID-19 Equipment Request Approved - jhigginbotham - Laptop checkout	Closed	Client Support	jhigginbotham	kmezquita
198860	Zoom won't save recordings: Critical (Campus:)	Closed	Client Support	lnakamura	jringer
198861	Free up space on laptop: Medium (Campus: OFF SITE)	Closed	Client Support	SMuryasz	LWhite
198863	COVID-19 Equipment Request Approved - p.walcott - Desktop computer for V	Closed	Client Support	p.walcott	kmezquita
198867	Network setup on trailer desktop + mcc-secure-wifi on laptop	Closed	Client Support	fcruz	kmezquita
198868	Your SService Request regarding expired password SD County Oracle	Closed	Client Support	g.hansen	dewilliamson
198874	Update Macbook Air : Medium (Campus: OCN)	Closed	Client Support	fcruz	gstone
198875	Laptop Blue Screen: Critical (Campus: TCI)	Closed	Client Support	cwelsh	dewilliamson
198886	Employee: De Alba (Desktop Computer)	Closed	Client Support	talves	amacdonald
198896	Audio does not work on computer in zoom: Low (Campus: OFF SITE)	Closed	Client Support	mzepeda	LWhite
198905	Scanner Installment: High (Campus: OCN)	Closed	Client Support	mrenovato	gstone
198912	Logging into County Oracle: High (Campus: OFF SITE)	Closed	Client Support	APrasad	dlambert
198923	Updates: Low (Campus: TCI)	Closed	Client Support	pfernandez	gstone
198925	COVID-19 Equipment Request Returned - lgreenwald - Mac 27_ Monitor for h	Closed	Client Support	lgreenwald	mtvalente
198926	COVID-19 Equipment Request Returned - lgreenwald - Mac Desktop for home	Closed	Client Support	lgreenwald	mtvalente
198927	Outlook continues to state it is having trouble connecting with Outlook 365 fo	Closed	Client Support	tflood	RPeregrino
198935	Rearrange display on extra monitor: Medium (Campus: OCN)	Closed	Client Support	SMuryasz	kmezquita
198938	Employee: Westrop Kuhn (Desktop Computer)	Closed	Client Support	lkurokawa	amacdonald
198942	Investigate anomalous findings from software inventory	Closed	Client Support	EDonze	dewilliamson
198946	Employee: Odom (Desktop Computer)	Closed	Client Support	abarragan	gstone
198951	COVID-19 Equipment Request Returned - rmagyar - SUBMITTING on behalf of	Closed	Client Support	rmagyar	mtvalente
198954	Desktop Computer Issue: Medium (Campus: OCN)	Closed	Client Support	oaelmer	LWhite
198964	Electronic Waste Pick up: Medium (Campus: OCN)	Closed	Client Support	gbeas	mtvalente
198974	David Doyle comp access: High (Campus: OCN)	Closed	Client Support	mturner	dlambert
198978	Employee: Thielen (Desktop Computer)	Closed	Client Support	lkurokawa	amacdonald
198983	Adobe PDF expired: Low (Campus:)	Closed	Client Support	ojimenez	dewilliamson
198986	clear printer errors : Low (Campus: OCN)	Closed	Client Support	lhernandez	gstone
198987	Need internet connection: Critical (Campus: OCN)	Closed	Client Support	mrenovato	LWhite
198993	Fax Paper Tray: High (Campus: OCN)	Closed	Client Support	JHernandez	kmezquita
198994	On-going computer issues: Low (Campus: CLC)	Closed	Client Support	asenigaglia	dlambert
198996	***Police Request*** return Laptop: Medium (Campus: OCN)	Closed	Client Support	bfelt	mtvalente
199004	Laptop Maintenance: Medium (Campus: TCI)	Closed	Client Support	cwelsh	gstone
199007	llinx (new link): Medium (Campus: Online)	Closed	Client Support	apalafox	jringer

199013	Employee: Alarcon (Desktop Computer)	Closed	Client Support	scorley	RPeregrino
199024	Configure Apple Contacts: Medium (Campus: OCN)	Closed	Client Support	fcruz	[NONE]
199035	Employee: Laurel (Desktop Computer)	Closed	Client Support	mlaurel	amacdonald
199040	update onguard to 7.6: Medium (Campus: OCN)	Closed	Client Support	mturner	LWhite
199043	Employee: Martinez (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
199047	Printer not Connected: Medium (Campus: OCN)	Closed	Client Support	arodriguez	dewilliamson
199050	Remove "Driver Support One" from MCC8K9YHH2	Closed	Client Support	EDonze	dlambert
199051	Roaming access for 2 employee profiles: Critical (Campus: OCN)	Closed	Client Support	estephenshr	jringer
199057	Employee: Garcia (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
199062	Adobe Suite Access Restore: High (Campus: OCN)	Closed	Client Support	adandersen	dewilliamson
199080	Issue with MCC laptop onsite	Closed	Client Support	mdahle	mtvalente
199087	Manually upgrade Cortex XDR agent	Closed	Client Support	EDonze	dewilliamson
199089	Sound malfunctioning on student's library laptop : Critical (Campus: OFF SITE)	Closed	Client Support	scassetti	[NONE]
199095	Follow up on S:Drive Access: Medium (Campus: OCN)	Closed	Client Support	xkuang	mtvalente
199096	Sharedrive access: Medium (Campus: OFF SITE)	Closed	Client Support	shenika	LWhite
199098	Need Access to Shared Drive: Medium (Campus:)	Closed	Client Support	dpreciado	mtvalente
199100	7/9/2021 : DEPARTING EMPLOYEE: Beck	Closed	Client Support	cburrola	gstone
199106	Zoom Account Upgrade: Medium (Campus: OCN)	Closed	Client Support	aquivey	gstone
199107	Monitors are connected but not displaying	Closed	Client Support	idikau	dewilliamson
199110	Printer & Scanner for Clubroom	Closed	Client Support	ojimenez	gstone
199115	Employee: Baldwin (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
199117	Unable to access share drive: Medium (Campus:)	Closed	Client Support	jkoschwanez	dewilliamson
199118	DYMO LABEL WRITER	Closed	Client Support	dmcqueen	mtvalente
199119	OneDrive issues: High (Campus: Online)	Closed	Client Support	tnguyen	gstone
199120	Second monitor is not powering up	Closed	Client Support	APrasad	mtvalente
199124	7/13/2021 : DEPARTING EMPLOYEE: Horton	Closed	Client Support	GSipman	amacdonald
199133	Clockwork is behaving strangely	Closed	Client Support	ktewes	LWhite
199153	Employee: Rocha-Duarte (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
199165	Installing TI83/84 : High (Campus: OFF SITE)	Closed	Client Support	lnakamura	gstone
199166	cant access wifi: Medium (Campus: OCN)	Closed	Client Support	vhernandez	kmezquita
199169	POLICE CHANGE-Printer not printing teletypes: Critical (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
199179	Help updating One Drive: High (Campus: CLC)	Closed	Client Support	mbucio	RPeregrino
199182	No connection from keyboard to computer	Closed	Client Support	LFonseca	mtvalente
199189	Zoom update: Medium (Campus: OCN)	Closed	Client Support	abeltran-aguilar	LWhite
199190	Complete hook up of new instructor computer in Classroom 100 so the comp	Closed	Client Support	dhetherington	gstone
199200	Athletic Trainer : Critical (Campus: OCN)	Closed	Client Support	amusick	gstone
199202	Adobe Acrobat: Low (Campus: SAN)	Closed	Client Support	csaunders	RPeregrino
199204	GlobalProtect not connecting	Closed	Client Support	JFoster	LWhite
199205	Software Update: Low (Campus: OCN)	Closed	Client Support	rgarcia	dewilliamson
199218	COVID-19 Equipment Request Approved - Ifonseca - Computer MCCFQZQSX1	Closed	Client Support	LFonseca	mtvalente
199219	7/15/2021 : DEPARTING EMPLOYEE: Hansen	Closed	Client Support	abarragan	amacdonald

199225	COVID-19 Equipment Request Approved - eviveros - Laptop	Closed	Client Support	eviveros	mtvalente
199226	Sound not picking up properly: Medium (Campus: OCN)	Closed	Client Support	scomstock	LWhite
199233	Ilinox: High (Campus: OCN)	Closed	Client Support	krrodriguez	RPeregrino
199234	COVID-19 Equipment Request Approved - scorley - computer laptop and mon	Closed	Client Support	aalarcon	RPeregrino
199242	Respondus Home Use connection help: Low (Campus: OCN)	Closed	Client Support	ekiyochi	[NONE]
199244	Laptop Fan Issues: High (Campus: OFF SITE)	Closed	Client Support	cbischel	LWhite
199246	Login issues	Closed	Client Support	asandoval	dlambert
199277	Malware was blocked by Cortex on MCCLAB3451WD03	Closed	Client Support	EDonze	gstone
199278	Access to ILINX: Low (Campus: CLC)	Closed	Client Support	cvasquezgonzales	jringer
199280	Audio failing: Low (Campus: OFF SITE)	Closed	Client Support	cdudley	RPeregrino
199282	Adobe Update Needed: Critical (Campus: TCI)	Closed	Client Support	cwelsh	gstone
199283	Adobe Acrobat: Medium (Campus: OCN)	Closed	Client Support	pababbitt	LWhite
199284	Monitor connection to docking station: High (Campus: OCN)	Closed	Client Support	kwhite	mtvalente
199285	Email Issues - Outbox, Favorites: Medium (Campus:)	Closed	Client Support	cwelsh	gstone
199286	Printer Connections are Not Working: High (Campus: OCN)	Closed	Client Support	evbrown	jringer
199290	COVID-19 Equipment Request Approved - mvivar - laptop for remote work	Closed	Client Support	mvivar	dewilliamson
199305	Help- Computer seems broken! : Critical (Campus: OFF SITE)	Closed	Client Support	jcord	LWhite
199309	Test: Low (Campus: OCN)	Closed	Client Support	AGinger	[NONE]
199312	Workday: Critical (Campus: OFF SITE)	Closed	Client Support	cmcdowell	[NONE]
199314	Request Update Zoom on iMAC	Closed	Client Support	SMercado	RPeregrino
199319	Employee: Gonzalez (Desktop Computer)	Closed	Client Support	vdibenedetto	amacdonald
199321	Employee: Morales (Desktop Computer)	Closed	Client Support	dboone	amacdonald
199328	COVID-19 Equipment Request Approved - cwoolley - THIS IS JUST A TEST	Closed	Client Support	cwoolley	[NONE]
199329	Printer offline: Critical (Campus: OCN)	Closed	Client Support	kscaife	kmezquita
199330	Set up office phone on work laptop: High (Campus:)	Closed	Client Support	carce	gstone
199332	7/19/2021 : DEPARTING EMPLOYEE: Breese	Closed	Client Support	djaykus	[NONE]
199347	Changes to equipment Swing Space	Closed	Client Support	kwhite	dewilliamson
199348	Cisco IP Communicator: Medium (Campus:)	Closed	Client Support	dsoto	LWhite
199351	I need my Adobe updated: Medium (Campus:)	Closed	Client Support	yjimenez	dlambert
199358	Need Sharedrive : High (Campus: OCN)	Closed	Client Support	kctaylor	LWhite
199364	MCC37369 - HP Printer Driver vulnerability - CVE-2021-3438	Closed	Client Support	EDonze	gstone
199366	Change Computer Log-in Requirements: Low (Campus: OCN)	Closed	Client Support	oaelmer	gstone
199369	Set up of second monitor - Printer - scanner: High (Campus: OCN)	Closed	Client Support	csingleton	mtvalente
199370	Joan Hackett: Medium (Campus: OCN)	Closed	Client Support	jhackett	[NONE]
199371	COVID-19 Equipment Request Approved - jhackett - Chrome laptop for work f	Closed	Client Support	jhackett	gstone
199372	Issue with laptop	Closed	Client Support	asandoval	dlambert
199374	Zoom Hijacking Mouse: Medium (Campus: OFF SITE)	Closed	Client Support	MHaynie	LWhite
199379	browser out of date?: High (Campus: OCN)	Closed	Client Support	dhaemig	gstone
199382	Help getting on the network: Critical (Campus: OFF SITE)	Closed	Client Support	abarragan	LWhite
199385	Softphone: Medium (Campus:)	Closed	Client Support	sncarpenter	RPeregrino
199386	Key Board: Critical (Campus: CLC)	Closed	Client Support	dsantos	dlambert

199387	Adobe Liscense needs to be set up?: High (Campus: OCN)	Closed	Client Support	dcjohnson	RPeregrino
199389	KeyBoard: Critical (Campus: OCN)	Closed	Client Support	dsantos	mtvalente
199390	Adobe Update: Low (Campus: OCN)	Closed	Client Support	yduncan	LWhite
199395	Outlook and TEAMS no longer working: High (Campus: OFF SITE)	Closed	Client Support	mfrakes	dewilliamson
199396	KeePass Installation: Medium (Campus: OCN)	Closed	Client Support	gbehrouzian	RPeregrino
199397	Update Adobe CC Apps: Medium (Campus: OCN)	Closed	Client Support	gwaite	RPeregrino
199399	Abode Update: High (Campus: OFF SITE)	Closed	Client Support	iphillips	RPeregrino
199401	Need my computer, electronics set up & move to room 24: High (Campus: TC)	Closed	Client Support	sgaitan	gstone
199402	Mitigate CVE-2021-36934 Windows 10	Closed	Client Support	EDonze	dewilliamson
199405	Requesting Desktop Computer for Full time Faculty: High (Campus: OCN)	Closed	Client Support	mgallardo	gstone
199406	***Police request*** outlook not responding: Critical (Campus: OCN)	Closed	Client Support	bfelt	dewilliamson
199407	Issue with mouse movement	Closed	Client Support	stachibana	gstone
199421	Outdated Outlook/Computer Software: High (Campus: OCN)	Closed	Client Support	epohlert	dlambert
199429	Printer support: Medium (Campus: OCN)	Closed	Client Support	akarvounis	gstone
199438	Employee: Austin (Desktop Computer)	Closed	Client Support	ltemplin	amacdonald
199441	Check network drop 33 at CLC	Closed	Client Support	MLopez	dlambert
199442	Relocate SURF computer to another location at CLC	Closed	Client Support	MLopez	dlambert
199444	Relocate SnanSnap from Associate Counseling Room CLC-A to SURF computer	Closed	Client Support	MLopez	dlambert
199453	Computer Not Working "Auto Repair Couldn't Repair PC": Critical (Campus: C)	Closed	Client Support	ckinnon	gstone
199457	Adobe PDF needs to e set as default: Low (Campus:)	Closed	Client Support	yjimenez	dlambert
199470	Laptop printing issues	Closed	Client Support	evbrown	mtvalente
199484	Software for Fall	Closed	Client Support	cboehm	dewilliamson
199492	COVID-19 Equipment Request Approved - Itemplin - Renee Austin Remote Eq	Closed	Client Support	raustinrivera	dewilliamson
199500	Complete hook up of new instructor computer to projector: Medium (Campu	Closed	Client Support	dhetherington	gstone
199501	VMWare and S drive access: High (Campus: OCN)	Closed	Client Support	krodriguez	LWhite
199514	COVID Service Request: Medium (Campus: OCN)	Closed	Client Support	xkuang	[NONE]
199516	Can not log into computer: Critical (Campus:)	Closed	Client Support	dcummins	LWhite
199517	Install Soft Phone on Computer: Critical (Campus:)	Closed	Client Support	evbrown	LWhite
199527	Cannot log on to laptop - needs to be connected to network: High (Campus: C)	Closed	Client Support	mihernandez	mtvalente
199528	Setup work desktop to a docking station to use my laptop: High (Campus: OC	Closed	Client Support	mihernandez	[NONE]
199533	Having Trouble Opening PDFs: Medium (Campus: OCN)	Closed	Client Support	GSipman	LWhite
199543	Windows Upgrade: High (Campus: Online)	Closed	Client Support	ssankaranarayanan	[NONE]
199562	Teams code	Closed	Client Support	raustinrivera	dewilliamson
199568	COVID-19 Equipment Request Approved - glopez - laptop with adobe pro	Closed	Client Support	GLopez	dlambert
199570	Desktop Setup for OCN REF Desk: High (Campus: OCN)	Closed	Client Support	GSipman	gstone
199574	Oracle Dart Deposit Set Up: High (Campus:)	Closed	Client Support	rguzman	dewilliamson
199575	MS-ISAC ADVISORY NUMBER: 2021-096 A vulnerability has been discovered in	Closed	Client Support	EDonze	mtvalente
199576	7/27/2021 : DEPARTING EMPLOYEE: Blackmon	Closed	Client Support	dadavis	amacdonald
199590	Microsoft Teams wont work on my desktop.	Closed	Client Support	bboynton	gstone
199601	COVID-19 Equipment Request Approved - mvivar - laptop to support remote v	Closed	Client Support	cvelasco	dlambert
199609	please set up desktop computers and scanner: High (Campus: OCN)	Closed	Client Support	mgallardo	gstone

199616	Network my computer to printers: Medium (Campus:)	Closed	Client Support	SMuryasz	mtvalente
199633	7/30/2021 : DEPARTING EMPLOYEE: Beckett	Closed	Client Support	JWashabaugh	amacdonald
199637	7/30/2021 : DEPARTING EMPLOYEE: Gomez Mercado	Closed	Client Support	JWashabaugh	amacdonald
199641	7/30/2021 : DEPARTING EMPLOYEE: Miranda	Closed	Client Support	JWashabaugh	amacdonald
199646	7/30/2021 : DEPARTING EMPLOYEE: Patrick	Closed	Client Support	JWashabaugh	amacdonald
199658	computer dead : High (Campus: OCN)	Closed	Client Support	vhernandez	mtvalente
199663	Employee: Nguyen (Desktop Computer)	Closed	Client Support	lbabbitt	RPeregrino
199674	Urgent - Bea Palmer needs her account unlocked: High (Campus: OCN)	Closed	Client Support	azamora	jringer
199680	Second computer monitor install: Medium (Campus: OCN)	Closed	Client Support	djaykus	gstone
199682	Install VPN & Assist with Updating Password	Closed	Client Support	bpalmer	dewilliamson
199692	Cannot sign in to VM Ware: Critical (Campus: OFF SITE)	Closed	Client Support	rmorgan	RPeregrino
199696	Updating apps (returning from sabbatical)	Closed	Client Support	rmorgan	RPeregrino
199700	Employee: Sankaranarayanan (Desktop Computer)	Closed	Client Support	dadavis	RPeregrino
199706	Missing Printer Option: Medium (Campus: OCN)	Closed	Client Support	jgomez	LWhite
199726	7/29/2021 : DEPARTING EMPLOYEE: Tamanaha	Closed	Client Support	GSipman	amacdonald
199731	TCI107WLAP03 Malware	Closed	Client Support	EDonze	gstone
199736	Cant Connect to Internet	Closed	Client Support	jlrodriguez	mtvalente
199738	Employee: Marques Teixeira (Desktop Computer)	Closed	Client Support	tsharp	amacdonald
199746	7/29/2021 : DEPARTING EMPLOYEE: Montoya	Closed	Client Support	talves	amacdonald
199749	7/29/2021 : DEPARTING EMPLOYEE: Florean Ramos	Closed	Client Support	talves	amacdonald
199756	Install Three Scanners: Medium (Campus: OCN)	Closed	Client Support	evbrown	mtvalente
199765	Adobe expired: Critical (Campus: OCN)	Closed	Client Support	mdellin	dewilliamson
199766	COVID-19 Equipment Request Approved - vdibenedetto - Desktop computer f	Closed	Client Support	pfgonzalez	mtvalente
199767	COVID-19 Equipment Request Approved - pababbitt - District laptop for Shelle	Closed	Client Support	sgrayson	dewilliamson
199772	Need to update my desk top PC : Critical (Campus: OCN)	Closed	Client Support	stachibana	RPeregrino
199773	COVID-19 Equipment Request Returned - cvasquezgonzales - Loaner Laptop w	Closed	Client Support	cvasquezgonzales	[NONE]
199774	COVID-19 Equipment Request Returned - cwelsh - Laptop for home use	Closed	Client Support	cwelsh	dewilliamson
199776	Returning Desktop Computer: Critical (Campus: OCN)	Closed	Client Support	asherrell	gstone
199796	Admin authentication for app: High (Campus: OCN)	Closed	Client Support	akarvounis	RPeregrino
199801	Requesting update for slow laptop: Medium (Campus: OCN)	Closed	Client Support	jhigginbotham	RPeregrino
199802	Printer printing error (not appearing on PC)	Closed	Client Support	kmarquardt	gstone
199803	Reset Laptop MCC36481: High (Campus: OCN)	Closed	Client Support	jbanks	LWhite
199816	Move Computer: High (Campus: OCN)	Closed	Client Support	pconahan	gstone
199817	Personal computer network connection: Low (Campus: OCN)	Closed	Client Support	hteixeira	[NONE]
199818	Chase Bank - Check Scanner Set Up: High (Campus:)	Closed	Client Support	rguzman	dewilliamson
199824	Computer not connecting to internet?: Medium (Campus: OFF SITE)	Closed	Client Support	spultz	RPeregrino
199831	Update for Zoom: Medium (Campus: OFF SITE)	Closed	Client Support	dstephenson	RPeregrino
199844	Microsoft Edge Runtime Installation with Admin Privileges: Critical (Campus:)	Closed	Client Support	nescobedo	dlambert
199845	Return & Reinstallation of Work Computers: High (Campus: OCN)	Closed	Client Support	mking	mtvalente
199847	new google authenticator : Critical (Campus: OCN)	Closed	Client Support	mbourne	amacdonald
199853	8/3/2021 : DEPARTING EMPLOYEE: Quach	Closed	Client Support	apaopao	[NONE]

199855	Monitor request: Medium (Campus: OCN)	Closed	Client Support	akarvounis	[NONE]
199874	Health Services: Critical (Campus: OCN)	Closed	Client Support	jrussell	RPeregrino
199876	Health Services: High (Campus: OCN)	Closed	Client Support	jrussell	RPeregrino
199878	Set up scanner in Printer to Computer: Medium (Campus: OCN)	Closed	Client Support	scervantes	gstone
199882	Health Services: Critical (Campus: OCN)	Closed	Client Support	jrussell	RPeregrino
199887	Set default printer to new ID card printer: Low (Campus: CLC)	Closed	Client Support	macero	dlambert
199888	Non-functioning computer: High (Campus: CLC)	Closed	Client Support	apalafox	dlambert
199892	Set-up Desktop: High (Campus: OCN)	Closed	Client Support	dsoto	mtvalente
199893	Set-up Desktop: High (Campus: OCN)	Closed	Client Support	dsoto	mtvalente
199894	Loaner laptop	Closed	Client Support	mohnstad	dewilliamson
199897	Calendar issues with Zoom: High (Campus:)	Closed	Client Support	lhayek	RPeregrino
199899	Adobe Acrobat Pro DC: Low (Campus: OCN)	Closed	Client Support	mgrindley	RPeregrino
199900	Global Protect VPN not opening on work computer: Critical (Campus: OFF SIT	Closed	Client Support	jleon	RPeregrino
199901	update Adobe: High (Campus: OCN)	Closed	Client Support	ChRodriguez	RPeregrino
199904	Computer randomly restarting : High (Campus: OCN)	Closed	Client Support	dboone	gstone
199906	Zoom and Printer Set Up in 3324 and 3328: Critical (Campus:)	Closed	Client Support	sgonzales	RPeregrino
199915	Printer Operator permission request: Medium (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
199917	Office/computer movement for NAAH faculty/staff: Critical (Campus: OCN)	Closed	Client Support	abarragan	gstone
199920	Loaner PC: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	amacdonald
199928	ScanSnap Program Installation: High (Campus: OCN)	Closed	Client Support	sgonzales	[NONE]
199930	Adjustments to monitor, phone and Power strip : Medium (Campus: OCN)	Closed	Client Support	csingleton	mtvalente
199931	Microphone defective: Critical (Campus: OFF SITE)	Closed	Client Support	charris	RPeregrino
199934	Computer speakers not working: Critical (Campus: OCN)	Closed	Client Support	sgonzales	amacdonald
199936	Update computer: Medium (Campus: OCN)	Closed	Client Support	xkuang	RPeregrino
199941	Need Laptops for COVID Vaccine Screening on Campus: Medium (Campus: O	Closed	Client Support	mohnstad	[NONE]
199944	Camtasia for Michael Farrow: Medium (Campus: Online)	Closed	Client Support	mfarrow	RPeregrino
199945	Can't login to student iMAC	Closed	Client Support	rmagtira	mtvalente
199946	Help with Printing of the work computer: High (Campus: OCN)	Closed	Client Support	JMcKinley	gstone
199947	Acrobat DC: Low (Campus: OCN)	Closed	Client Support	bacruz	RPeregrino
199973	Copy code not working: Critical (Campus: OCN)	Closed	Client Support	dboone	[NONE]
199978	Adding to Printer Network: High (Campus: OCN)	Closed	Client Support	dboone	RPeregrino
199992	Employee: Mora (Desktop Computer)	Closed	Client Support	lgomez	amacdonald
200003	Mac not connecting to internet /globalProtect: High (Campus:)	Closed	Client Support	mrybicki	RPeregrino
200005	No access to shared drive: High (Campus:)	Closed	Client Support	nwilkinson	RPeregrino
200009	8/6/2021 : DEPARTING EMPLOYEE: Bickerstaff	Closed	Client Support	ccarlsson	amacdonald
200013	8/6/2021 : DEPARTING EMPLOYEE: Nguyen	Closed	Client Support	ccarlsson	amacdonald
200017	Media Center: High (Campus: TCI)	Closed	Client Support	cchavez	gstone
200019	8/6/2021 : DEPARTING EMPLOYEE: Lepper	Closed	Client Support	ccarlsson	amacdonald
200025	8/6/2021 : DEPARTING EMPLOYEE: Martinez	Closed	Client Support	ccarlsson	amacdonald
200027	8/6/2021 : DEPARTING EMPLOYEE: Oppenborn	Closed	Client Support	ccarlsson	amacdonald
200031	8/6/2021 : DEPARTING EMPLOYEE: Charlot	Closed	Client Support	ccarlsson	amacdonald

200037	8/6/2021 : DEPARTING EMPLOYEE: Ramirez	Closed	Client Support	ccarlsson	amacdonald
200042	8/6/2021 : DEPARTING EMPLOYEE: Conaboy	Closed	Client Support	ccarlsson	amacdonald
200043	8/6/2021 : DEPARTING EMPLOYEE: Astorga	Closed	Client Support	ccarlsson	amacdonald
200048	8/6/2021 : DEPARTING EMPLOYEE: Shah	Closed	Client Support	ccarlsson	amacdonald
200051	8/6/2021 : DEPARTING EMPLOYEE: Young	Closed	Client Support	ccarlsson	amacdonald
200055	8/6/2021 : DEPARTING EMPLOYEE: Kepler	Closed	Client Support	ccarlsson	amacdonald
200061	Updated Zoom issue	Closed	Client Support	mstruttmann	RPeregrino
200064	Need Adobe : Critical (Campus: OCN)	Closed	Client Support	sgonzales	jringer
200066	HEIC to JPG conversion	Closed	Client Support	kmarquardt	RPeregrino
200075	need to upgrade outlook: Medium (Campus:)	Closed	Client Support	mgallardo	RPeregrino
200081	Laptop beginning to separate: High (Campus: OFF SITE)	Closed	Client Support	evbrown	[NONE]
200086	Connect to Printer : Critical (Campus: OCN)	Closed	Client Support	stuisee	RPeregrino
200091	Relocate Desktop Computer to Another Room: Low (Campus: OCN)	Closed	Client Support	talves	mtvalente
200095	Computer move for Quick Copy center swing space	Closed	Client Support	tgibson	kmezquita
200097	Accessing MCC email on phone	Closed	Client Support	HStern	jringer
200104	Software update on GPS Software: Medium (Campus: OCN)	Closed	Client Support	rgarcia	dewilliamson
200106	Laptop Won't Start Up: Low (Campus: OFF SITE)	Closed	Client Support	SMiko	LWhite
200112	Update creative cloud _InDesign: Critical (Campus: CLC)	Closed	Client Support	mbucio	RPeregrino
200123	Multiple Health Service Request	Closed	Client Support	kmarquardt	dlambert
200130	Software Inventory - 1200LIBWLAP28	Closed	Client Support	EDonze	kmezquita
200132	96 laptops for Biology Student use in Fall 2021: Critical (Campus: OCN)	Closed	Client Support	tmessmer	gstone
200135	COVID-19 Equipment Request Approved - cbischel - New _replacement laptop	Closed	Client Support	cbischel	mtvalente
200142	Employee: Valente (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
200146	Key board not working: Critical (Campus: CLC)	Closed	Client Support	mdesouza	dlambert
200148	Employee: Stone (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
200155	Employee: Mezquita (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
200159	Employee: MacDonald (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
200163	Needs to print to color printer 8000p2	Closed	Client Support	aschultz	LWhite
200166	New personal iMAC; need Zoom assistance	Closed	Client Support	sarenivar	RPeregrino
200167	Cant log into computer: Medium (Campus: OCN)	Closed	Client Support	cjlopez	LWhite
200171	Uninstall "Adventure Academy" from MCC37891 for Skylar Wang	Closed	Client Support	EDonze	dewilliamson
200173	Networking printers and Scanner : Low (Campus: OCN)	Closed	Client Support	klondy	gstone
200180	Computer not allowing me to sign in: High (Campus: OCN)	Closed	Client Support	cgoodspeed	LWhite
200188	internet access unsable: Low (Campus:)	Closed	Client Support	mgallardo	RPeregrino
200194	Employee: Alves (Desktop Computer)	Closed	Client Support	talves	amacdonald
200198	No Wi-Fi Connection: High (Campus: OCN)	Closed	Client Support	MHaynie	RPeregrino
200201	8/2/2021 : DEPARTING EMPLOYEE: Pierce	Closed	Client Support	ajohnson	amacdonald
200208	Issue connecting to VPN offsite /possible ISP issue	Closed	Client Support	dadavis	RPeregrino
200210	ID photo password: Low (Campus: CLC)	Closed	Client Support	ebrown	dlambert
200212	Fax machine: Critical (Campus: OCN)	Closed	Client Support	idikau	gstone
200217	Update required for adobe: Critical (Campus: OCN)	Closed	Client Support	pesbensen	dlambert

200218	Teams still not working on my office PC	Closed	Client Support	bboynton	gstone
200235	Computer Updates: Low (Campus: SAN)	Closed	Client Support	amariscal	RPeregrino
200247	"WebExplorer Browser" Potentially unwanted program on MCCHHP34Z2	Closed	Client Support	EDonze	dewilliamson
200259	Patches/Updates to computer: Critical (Campus: OCN)	Closed	Client Support	LSchneider	kmezquita
200260	Get Citrix working on my computer: Medium (Campus: OCN)	Closed	Client Support	csingleton	RPeregrino
200263	Remove/reinstall Computer to prep for stand up desk: High (Campus: OCN)	Closed	Client Support	gbeas	mtvalente
200274	Student worker's PC needs update: High (Campus: OCN)	Closed	Client Support	stachibana	gstone
200275	Need Software for Student ID Card Printer: High (Campus: OCN)	Closed	Client Support	asherrell	dlambert
200277	Xuchi Eggleton Desktop iMac	Closed	Client Support	xeggleton	gstone
200278	Adobe Issue: Medium (Campus: OCN)	Closed	Client Support	sncarpenter	RPeregrino
200283	Min Choi iMac Desktop	Closed	Client Support	mchoi	gstone
200285	COVID-19 Equipment Request Approved - knguyen - 24_ external monitor with	Closed	Client Support	knguyen	RPeregrino
200288	Athletics iPad	Closed	Client Support	amusick	mtvalente
200293	Fix Desktop Computer - not working: Critical (Campus: OCN)	Closed	Client Support	stuisee	mtvalente
200301	Outlook App - create new profile	Closed	Client Support	jobollerud	RPeregrino
200302	Camtasia Key for New Coaches: Medium (Campus: OCN)	Closed	Client Support	afleming	RPeregrino
200303	Camtasia Key for New Coaches: Medium (Campus: OFF SITE)	Closed	Client Support	afleming	RPeregrino
200306	Unable to access outlook: High (Campus: OCN)	Closed	Client Support	sdean	[NONE]
200307	No new emails since Tuesday 3:05p	Closed	Client Support	wpawl	gstone
200308	Restarted laptop, unable to login	Closed	Client Support	wpawl	gstone
200309	No HARd drive found boot issue : High (Campus: OCN)	Closed	Client Support	tgibson	kmezquita
200310	Athletics Laptop & Printers Installation	Closed	Client Support	stuisee	gstone
200314	Access to Adobe Illustrator	Closed	Client Support	tzafra	RPeregrino
200327	Possible virus	Closed	Client Support	JHernandez	LWhite
200328	Upgrade Adobe Needed: Critical (Campus:)	Closed	Client Support	bpalmer	RPeregrino
200331	Theatre Front Office Computer: Critical (Campus: OCN)	Closed	Client Support	bandersen	mtvalente
200334	ADOBE EXPIRED ERROR: Medium (Campus: CLC)	Closed	Client Support	ebrown	dlambert
200335	Set up to print on CLCP1-color printer: Low (Campus: CLC)	Closed	Client Support	ebrown	dlambert
200340	Help with Slow Computer and syncing Microsoft Teams: High (Campus: OFF SITE)	Closed	Client Support	nescobedo	dlambert
200342	MAC Updates : Medium (Campus: OFF SITE)	Closed	Client Support	nmortaloni	gstone
200347	SARS Track for StEMLC: Low (Campus:)	Closed	Client Support	apaopao	gstone
200352	8/12/2021 : DEPARTING EMPLOYEE: Gray-Adams	Closed	Client Support	tsharp	amacdonald
200361	3 Color Printers	Closed	Client Support	mrenovato	kmezquita
200362	Colored Printer Install	Closed	Client Support	kctaylor	kmezquita
200364	audio driver on your PC need update: High (Campus: OCN)	Closed	Client Support	fmurillo	LWhite
200366	8/13/2021 : DEPARTING EMPLOYEE: Hargrove	Closed	Client Support	JWashabaugh	amacdonald
200369	Updating Zoom: High (Campus: OFF SITE)	Closed	Client Support	lnakamura	mtvalente
200400	4800P1 Printer not Working-Can't establish connection?: Critical (Campus: OFF SITE)	Closed	Client Support	dadavis	kmezquita
200405	One-time passwords: High (Campus: OFF SITE)	Closed	Client Support	tnguyen	RPeregrino
200407	Global Connect for Staff Laptop: Medium (Campus: OFF SITE)	Closed	Client Support	k.king	LWhite
200416	New hard drive this weekend	Closed	Client Support	GSnell	jringer

200417	Update Adobe creative cloud: High (Campus: Online)	Closed	Client Support	azamora	LWhite
200418	Computer switch: Medium (Campus: OCN)	Closed	Client Support	jfritts	gstone
200423	My desktop is inefficient: High (Campus: CLC)	Closed	Client Support	mdesouza	dlambert
200425	Issue with shared drive?	Closed	Client Support	LSchneider	LWhite
200427	CSICO soft phone on laptop: Medium (Campus: Online)	Closed	Client Support	kholmes	LWhite
200428	Windows needs a driver...: High (Campus: OCN)	Closed	Client Support	cwilder	LWhite
200429	Need to network computer to printere: High (Campus: CLC)	Closed	Client Support	mdesouza	dlambert
200433	Contact List in Outlook on MAC	Closed	Client Support	jjulius	RPeregrino
200443	Delete old external harddrive: Low (Campus: OCN)	Closed	Client Support	akarvounis	gstone
200446	Some tech Qs	Closed	Client Support	tbolanos	LWhite
200465	Employee: Simonds (Desktop Computer)	Closed	Client Support	ksimonds	amacdonald
200471	Installation of Plantronics Wireless Headset: Medium (Campus: OCN)	Closed	Client Support	ksimonds	hpennerman
200475	Add printer to MCC laptop: Low (Campus: OCN)	Closed	Client Support	GAcosta	LWhite
200476	Computer Malfunction: Medium (Campus: OCN)	Closed	Client Support	aquivey	mtvalente
200479	Update Outlook?	Closed	Client Support	tmacias	RPeregrino
200480	New printer not working correctly: High (Campus: OCN)	Closed	Client Support	stirona	kmezquita
200481	Laptop Repair: High (Campus: OCN)	Closed	Client Support	mmorales	LWhite
200483	Internet disconnected	Closed	Client Support	dwilliams	gstone
200488	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	[NONE]
200489	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	[NONE]
200495	Office application issues : Critical (Campus: OCN)	Closed	Client Support	amusick	RPeregrino
200498	Computer: Medium (Campus: OCN)	Closed	Client Support	czafralopez	gstone
200501	Need XP-Pen software installed on instructor computers in OC4901 OC3606: Critical (Campus: OCN)	Closed	Client Support	tmessmer	[NONE]
200502	M365 for student	Closed	Client Support	mohnstad	LWhite
200504	Remove Icons: Low (Campus: OCN)	Closed	Client Support	dara	RPeregrino
200505	Student needs license for Office on borrowed laptop: Low (Campus: OFF SITE)	Closed	Client Support	scassetti	LWhite
200507	Computer battery: Low (Campus: CLC)	Closed	Client Support	apalafox	dlambert
200509	Zoom won't launch: Medium (Campus: OFF SITE)	Closed	Client Support	aphinney	LWhite
200510	No Longer can access PeopleSoft	Closed	Client Support	bboynton	mtvalente
200516	BTEC 210 Microsoft office	Closed	Client Support	mgebara-lamb	LWhite
200519	Add Copy Code to Copy Machine: Medium (Campus: OCN)	Closed	Client Support	krrodriguez	[NONE]
200522	Update Zoom & CC Apps: Medium (Campus: OFF SITE)	Closed	Client Support	gwaite	gstone
200523	Issue with PC: user profile	Closed	Client Support	kmarquardt	mtvalente
200525	iCloud security update MCC35563 and MCC37889	Closed	Client Support	EDonze	RPeregrino
200531	connecting computers to pinter : Critical (Campus: OCN)	Closed	Client Support	fgonzalez	mtvalente
200532	Computer Set up on the Standing Station: High (Campus: OCN)	Closed	Client Support	iphillips	gstone
200533	Replace Fuser Dell 5130 cdn : High (Campus: OCN)	Closed	Client Support	iphillips	LWhite
200539	Set Up & Log In Issues: High (Campus: OCN)	Closed	Client Support	swalker	mtvalente
200541	Connect printer to frontdesk computers: Medium (Campus: OCN)	Closed	Client Support	jcueva	gstone
200543	Student having issue with anti virus and Microsoft Office: High (Campus: OCN)	Closed	Client Support	mohnstad	LWhite
200547	9/1/2021 : DEPARTING EMPLOYEE: Morales	Closed	Client Support	jbanks	amacdonald

200550	COVID-19 Equipment Request Approved - bmcpherson - Laptop_ mouse_ and	Closed	Client Support	bmcpherson	dlambert
200568	Add Ad-Hoc Tool Plugin: High (Campus:)	Closed	Client Support	jbanks	RPeregrino
200570	Activate License: Critical (Campus: OCN)	Closed	Client Support	s.troxel	gstone
200571	VPN on personal laptop	Closed	Client Support	cwelsh	RPeregrino
200574	Zoom account: Medium (Campus: OCN)	Closed	Client Support	cRostworowskiStocco	RPeregrino
200576	Adobe Creative Cloud: High (Campus: OCN)	Closed	Client Support	pfgonzalez	gstone
200586	Employee: Choi (Desktop Computer)	Closed	Client Support	dadavis	gstone
200592	Cannot log in to work computer: High (Campus: Online)	Closed	Client Support	vsanchez	RPeregrino
200609	Need to setup Outlook on desktop with Zoom	Closed	Client Support	acotter	RPeregrino
200619	Elmo software installation for PC: Medium (Campus: CLC)	Closed	Client Support	asenigaglia	dlambert
200624	Connect Computer to Internet: High (Campus: OCN)	Closed	Client Support	mlaurel	mtvalente
200625	Connect Computer to Local Printer: High (Campus: OCN)	Closed	Client Support	mlaurel	mtvalente
200626	Remove MAC/Apple Computer from My Office: Low (Campus: OCN)	Closed	Client Support	mlaurel	mtvalente
200632	Need to update share folder password: Critical (Campus: OFF SITE)	Closed	Client Support	singham	RPeregrino
200639	Printer Issues: Low (Campus: OCN)	Closed	Client Support	manderson	mtvalente
200644	SURF station PC update: Critical (Campus: OCN)	Closed	Client Support	stachibana	dewilliamson
200658	Desktop Computer Access: High (Campus: OCN)	Closed	Client Support	mfore	gstone
200668	Employee: Pennerman (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
200674	Software Update: Low (Campus: Online)	Closed	Client Support	vsanchez	RPeregrino
200677	COVID-19 Equipment Request Approved - carlosrodriguez - Laptop and charge	Closed	Client Support	carlosrodriguez	dlambert
200678	COVID-19 Equipment Request Approved - klondy - Laptop request	Closed	Client Support	cgoodspeed	dlambert
200680	7/30/2021 : DEPARTING EMPLOYEE: Tam	Closed	Client Support	abarragan	amacdonald
200710	Printer Not Working: Medium (Campus: OCN)	Closed	Client Support	jgomez	mtvalente
200711	Confer Zoom link to basic account: High (Campus: OCN)	Closed	Client Support	ebrady	RPeregrino
200712	Extra/Broken Laptops: Low (Campus: OCN)	Closed	Client Support	jfritts	gstone
200714	Oracle Login: Medium (Campus: OCN)	Closed	Client Support	arodriguez	RPeregrino
200719	replace printer : Critical (Campus: OCN)	Closed	Client Support	mmeyerholtz	dewilliamson
200726	Programming student needs help on library loaned laptop: High (Campus: OCN)	Closed	Client Support	mohnstad	LWhite
200730	Spam?	Closed	Client Support	ckott	[NONE]
200738	Unable to Access Ilinx from VMWare: High (Campus: OCN)	Closed	Client Support	krdriguez	LWhite
200739	"(null)" Would Like to Filter Network Content: Critical (Campus: OFF SITE)	Closed	Client Support	dingato	RPeregrino
200743	Help! Computer won't turn on: Critical (Campus: OFF SITE)	Closed	Client Support	jcord	dlambert
200744	Can't share the screen: Critical (Campus: OFF SITE)	Closed	Client Support	lnakamura	[NONE]
200746	9/2/2021 : DEPARTING EMPLOYEE: Dieckmeyer	Closed	Client Support	j.gonzales	amacdonald
200749	Assist Diane Dieckmeyer with setting her computer back up in her office: Medium	Closed	Client Support	j.gonzales	mtvalente
200754	4001 no computer: Critical (Campus: OCN)	Closed	Client Support	bnewman	kmezquita
200766	printer not working : High (Campus: OCN)	Closed	Client Support	mgallardo	dewilliamson
200768	Adobe License Request: Critical (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
200773	Set up scanner, computer and monitor w/arms	Closed	Client Support	mreeve	mtvalente
200775	Newly assigned class needs Zoom setup	Closed	Client Support	aallen	RPeregrino
200777	Computer is too slow: High (Campus: OCN)	Closed	Client Support	vbloss	dewilliamson

200782	Cant log in : High (Campus: OCN)	Closed	Client Support	cjlopez	mtvalente
200785	MAC in OCT250	Closed	Client Support	gwaite	mtvalente
200787	Please move phone, computer, other electronics: Critical (Campus: TCI)	Closed	Client Support	sgaitan	gstone
200788	Move computer/phone in front office to different area: High (Campus: TCI)	Closed	Client Support	sgaitan	gstone
200792	Computer Performace Issue: High (Campus: CLC)	Closed	Client Support	MLopez	dlambert
200793	Computer Performance Issue: High (Campus: CLC)	Closed	Client Support	MLopez	dlambert
200794	Computers in health services need adobe: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	LWhite
200795	Soft Phone Audio: High (Campus:)	Closed	Client Support	pababbitt	LWhite
200797	Computer Shuts Down: High (Campus: OCN)	Closed	Client Support	oaelmer	LWhite
200799	Health Services: High (Campus: OCN)	Closed	Client Support	jrussell	LWhite
200800	Camtasia for home use (Covid): High (Campus: OFF SITE)	Closed	Client Support	gneri	[NONE]
200803	Surf Station printer now printing: Critical (Campus: OCN)	Closed	Client Support	singham	dewilliamson
200804	Mac Pro not starting: Critical (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
200806	Microsoft Office Update: Critical (Campus: OCN)	Closed	Client Support	HBaesErbs	dewilliamson
200808	Adobe Update: Critical (Campus: OCN)	Closed	Client Support	HBaesErbs	dewilliamson
200818	Laptop MCC38766: High (Campus: Online)	Closed	Client Support	lcardenas	LWhite
200819	Cannot Add Employee to Canvas : Low (Campus: Online)	Closed	Client Support	jsanchez	[NONE]
200825	Building 3000 Copy Machine: Critical (Campus: OCN)	Closed	Client Support	anydegger	[NONE]
200826	Head Set-Microphone for Dragon Speak: Critical (Campus: OCN)	Closed	Client Support	mreeve	mtvalente
200829	work email not working welll: High (Campus: OCN)	Closed	Client Support	MScavone	LWhite
200831	Computer will not turn on F1, 2 and 5 showing: Critical (Campus: OFF SITE)	Closed	Client Support	jcord	dlambert
200838	Software Updates: Medium (Campus: SAN)	Closed	Client Support	rbond	RPeregrino
200841	President's Office devices	Closed	Client Support	jkoschwanez	kmezquita
200846	Sean Fanning Cannot Login to His Computer: Critical (Campus:)	Closed	Client Support	tsharp	mtvalente
200858	MS Office & Printing Set Up for Ref Desk Computer: High (Campus: OCN)	Closed	Client Support	GSipman	LWhite
200860	Message Reminder setting on Outlook Web: Low (Campus: OCN)	Closed	Client Support	mohnstad	RPeregrino
200864	8/24/2021 : DEPARTING EMPLOYEE: White	Closed	Client Support	vjohnson	[NONE]
200872	Health Services: High (Campus: OCN)	Closed	Client Support	jrussell	LWhite
200873	Health Services: Critical (Campus: OCN)	Closed	Client Support	jrussell	LWhite
200878	Connect Printer : Low (Campus: OCN)	Closed	Client Support	mgrindley	mtvalente
200879	Reinstall Fusion 360 on Instructors station: Medium (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
200881	Creative Cloud : Medium (Campus: OCN)	Closed	Client Support	sfallstrom	RPeregrino
200886	Student Health Services: Medium (Campus: OCN)	Closed	Client Support	jrussell	[NONE]
200888	Office 365 Instal: Critical (Campus: OFF SITE)	Closed	Client Support	cwelsh	gstone
200891	Global Protect: High (Campus:)	Closed	Client Support	iantonio	dewilliamson
200892	Reconnect VBOC Computer(s): Low (Campus: TCI)	Closed	Client Support	cwelsh	gstone
200903	Cannot print: High (Campus: CLC)	Closed	Client Support	mdesouza	dlambert
200904	COVID-19 Equipment Request Returned - mking - Dual computer screens and	Closed	Client Support	mking	mtvalente
200906	COVID-19 Equipment Request Returned - fboundin - A request for a monitor	Closed	Client Support	fboundin	mtvalente
200909	Camera not functioning: Low (Campus: OCN)	Closed	Client Support	ilujan	mtvalente
200910	Artec 3D scanning software installation: High (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson

200911	COVID-19 Equipment Request Approved - mking - Laptop	Closed	Client Support	mking	dlambert
200914	Employee: Farrow (Desktop Computer)	Closed	Client Support	afleming	amacdonald
200918	Anita Allen: Zoom Link	Closed	Client Support	aallen	RPeregrino
200925	Adding printer	Closed	Client Support	sgrayson	RPeregrino
200927	Issue with Zoom links	Closed	Client Support	aallen	RPeregrino
200931	Issues logging in; multiple windows seen again	Closed	Client Support	asandoval	dlambert
200938	Need MCC Zoom Account (member of MCC Bond Pgm Team)	Closed	Client Support	mrenteria	RPeregrino
200940	4405 unplugged desktop	Closed	Client Support	restrella	dewilliamson
200950	COVID-19 Equipment Request Returned - mhuerta - requesting scanner	Closed	Client Support	mgallardo	mtvalente
200951	COVID-19 Equipment Request Returned - mhuerta - requesting desktop and e	Closed	Client Support	mgallardo	mtvalente
200954	COVID-19 Equipment Request Returned - nmortaloni - Webcam to use with D	Closed	Client Support	nmortaloni	[NONE]
200956	Update Software and Password Issue on Phone: Medium (Campus: OCN)	Closed	Client Support	DDavis	LWhite
200958	COVID-19 Equipment Request Returned - kking - Desktop Computer	Closed	Client Support	k.king	mtvalente
200959	Xerox copier making loud clicking noise: Medium (Campus: OCN)	Closed	Client Support	nyax	[NONE]
200961	Computer Slow: High (Campus: OCN)	Closed	Client Support	rlope	hpennerman
200963	install spectral analysis: Medium (Campus: OFF SITE)	Closed	Client Support	lhernandez	LWhite
200966	Laptop request: Medium (Campus: OCN)	Closed	Client Support	rmueller	[NONE]
200973	computer login : Medium (Campus: OFF SITE)	Closed	Client Support	a.cerda	[NONE]
200981	Employee: Reyes (Desktop Computer)	Closed	Client Support	jbanks	amacdonald
200985	Printer Jammed : High (Campus: OCN)	Closed	Client Support	mfore	mtvalente
200990	MLC TV Shuts Down After a few min: Critical (Campus: OCN)	Closed	Client Support	mkhalaj	dewilliamson
200996	Zoom repeat appt does not appear	Closed	Client Support	DMcField	RPeregrino
201001	In Outlook client, adding Zoom link appears disabled	Closed	Client Support	lbabbitt	RPeregrino
201002	Update settings on desktop: High (Campus: OFF SITE)	Closed	Client Support	vdibenedetto	LWhite
201003	Clockwork error: High (Campus: OFF SITE)	Closed	Client Support	mfarnam	mtvalente
201004	ILinx access: Medium (Campus: OCN)	Closed	Client Support	jgrizzle	dewilliamson
201007	Soft Phone: Critical (Campus:)	Closed	Client Support	Ghernandez	dewilliamson
201027	Temporary Loaner PC & monitor	Closed	Client Support	tsharp	mtvalente
201028	Attempting to access Office365 in Portal	Closed	Client Support	evbrown	dewilliamson
201030	MACS in Chariot office	Closed	Client Support	DPayton	gstone
201036	COVID-19 Equipment Request Approved - mdesouza - I need a headset	Closed	Client Support	mdesouza	amacdonald
201038	No Mic on Student Library Loaned Laptop	Closed	Client Support	jringer	LWhite
201045	Computer not allowing me to sign in: High (Campus: OCN)	Closed	Client Support	cgoodspeed	dlambert
201048	Office Change - Printer: Critical (Campus: OCN)	Closed	Client Support	dboone	gstone
201050	Move printer & scanner: Medium (Campus: OCN)	Closed	Client Support	ckott	gstone
201052	Computer frozen, making buzzing sounds	Closed	Client Support	jfohrman	LWhite
201063	Need access to my office printers: Critical (Campus: OCN)	Closed	Client Support	estephenshr	mtvalente
201071	COVID-19 Equipment Request Approved - ghernandez - Headset with Microph	Closed	Client Support	Ghernandez	dewilliamson
201080	Library Loaned Laptop needs Adobe Digital Editions install: High (Campus: Or	Closed	Client Support	mohnstad	LWhite
201089	Employee: Perez Mauleon (Desktop Computer)	Closed	Client Support	thelmstreit	amacdonald
201093	Employee: Bustamante (Desktop Computer)	Closed	Client Support	thelmstreit	amacdonald

201096	Employee: Helmstreit (Desktop Computer)	Closed	Client Support	thelmstreit	amacdonald
201106	Employee: Ramirez Ibanez (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
201112	9/23/2021 : DEPARTING EMPLOYEE: Cassetti	Closed	Client Support	mohnstad	amacdonald
201118	COVID-19 Equipment Request Approved - vdibenedetto - Laptop for VSOC Co	Closed	Client Support	adang	LWhite
201119	Computer 4712	Closed	Client Support	iphillips	mtvalente
201133	Camtasia software: Medium (Campus: OCN)	Closed	Client Support	ebrady	jringer
201142	Private Group Folder Says I am Offline: High (Campus:)	Closed	Client Support	raustinrivera	LWhite
201148	Teams + Computer Updates: Medium (Campus: OCN)	Closed	Client Support	thelmstreit	LWhite
201149	8/30/2021 : DEPARTING EMPLOYEE: Preciado	Closed	Client Support	iphillips	amacdonald
201157	Axis Camera: Medium (Campus: CLC)	Closed	Client Support	apalafox	dlambert
201158	MicroSoft Office apps on laptop license update: High (Campus: OCN)	Closed	Client Support	restrella	dlambert
201159	Install Copier drivers: High (Campus: OCN)	Closed	Client Support	ChRodriguez	gstone
201169	Update/Check computers: Critical (Campus: OCN)	Closed	Client Support	mmeyerholtz	mtvalente
201172	Network printer/data drop available?: High (Campus: CLC)	Closed	Client Support	ltisdale	dlambert
201177	Set-up Tabletop Monitor Riser: Medium (Campus: OCN)	Closed	Client Support	mfore	gstone
201191	cannot open PDF files from Workday: Critical (Campus: OFF SITE)	Closed	Client Support	mdellin	RPeregrino
201196	Soft Phone for pc desktop: Critical (Campus:)	Closed	Client Support	mtvalente	mtvalente
201197	Log in for laptop: High (Campus: OCN)	Closed	Client Support	kgranza	kmezquita
201202	Connect Desktop to Printer: High (Campus: OCN)	Closed	Client Support	cbanks	RPeregrino
201203	MLC PCs desktop shortcuts need to be updated: Medium (Campus: OCN)	Closed	Client Support	tvu	LWhite
201206	Adobe Update: Low (Campus: OCN)	Closed	Client Support	yduncan	RPeregrino
201208	Moving computer to another office: High (Campus: OCN)	Closed	Client Support	apetri	gstone
201211	Printer Driver Update: Medium (Campus: OCN)	Closed	Client Support	MHaynie	RPeregrino
201215	Employee: Ing (Desktop Computer)	Closed	Client Support	sgaitan	amacdonald
201222	Connexion Client Update: Medium (Campus: OCN)	Closed	Client Support	GSipman	dewilliamson
201223	Computer - No Harddrive Found: Critical (Campus: OCN)	Closed	Client Support	stuiSee	dewilliamson
201224	Student: Jesus Torres, re Library loaner laptop (per VM)	Closed	Client Support	mohnstad	LWhite
201229	Can't Access Adobe	Closed	Client Support	jlrodriguez	RPeregrino
201234	Employee: Towey (Desktop Computer)	Closed	Client Support	stirona	amacdonald
201235	Instructor Station Computer 4531 Keeps Freezing: Critical (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
201237	Moving computer to another office: High (Campus: OCN)	Closed	Client Support	ctoharia	gstone
201249	Instructor needs equipment to connect Mac to smart cart in room 3205	Closed	Client Support	jdiokno	[NONE]
201250	Install Axis Companion: Medium (Campus: OCN)	Closed	Client Support	apalafox	dlambert
201251	Student Image on SAS Computer: High (Campus: OCN)	Closed	Client Support	hcohn geltner	dewilliamson
201254	Employee: Neimann (Desktop Computer)	Closed	Client Support	dadavis	amacdonald
201257	OCLC Label Program not working: Medium (Campus: OCN)	Closed	Client Support	thodges	dewilliamson
201258	Laptop won't shutdown; digital chaos on screen	Closed	Client Support	svasquez	gstone
201260	Reimage Desktop Computer: Medium (Campus: OCN)	Closed	Client Support	vdibenedetto	mtvalente
201287	Keyboard not responding	Closed	Client Support	rbishop	LWhite
201289	Neither keyboard nor mouse responding	Closed	Client Support	djaykus	mtvalente
201293	Cannot connect to MCC secure wifi	Closed	Client Support	karquero	gstone

201296	Employee: Raymundo (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201302	Employee: Aguilar (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201308	Employee: Valerie (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201315	Employee: Ortiz (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201318	Employee: Cruz (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201321	Word other Microsoft products Updates: High (Campus: OCN)	Closed	Client Support	iphillips	gstone
201322	Employee: Tommy (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201337	help with lucid spark install: High (Campus: OFF SITE)	Closed	Client Support	mcoull	dlambert
201338	Admin access to PC	Closed	Client Support	rmagyar	RPeregrino
201342	Employee: Cavo (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201346	Employee: Cueva (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201351	Computer Troubleshooting and Elmo: Medium (Campus: CLC)	Closed	Client Support	asenigaglia	dlambert
201352	Employee: Sanchez (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201359	Employee: Lozano (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201364	Employee: Aguilar (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201370	Employee: Aguilar (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201375	Laptop to connect to printer: Medium (Campus: OCN)	Closed	Client Support	mkendall	dewilliamson
201381	Unable to connect computer to printer : High (Campus: OCN)	Closed	Client Support	modom	gstone
201382	2nd Screen: Low (Campus: OCN)	Closed	Client Support	ceverts	[NONE]
201393	Soft Phone Connection Error: Critical (Campus:)	Closed	Client Support	vcruz	RPeregrino
201401	Assistance with password update	Closed	Client Support	shenika	dlambert
201404	Zip File from Department of Education- Unable to Open: Medium (Campus: OCN)	Closed	Client Support	tpuccio	RPeregrino
201406	Epson credit card machine: High (Campus: CLC)	Closed	Client Support	Ghernandez	dlambert
201407	Adobe Update : Medium (Campus: OCN)	Closed	Client Support	krodriguez	dlambert
201422	Scanner	Closed	Client Support	khitchcock	RPeregrino
201423	Adjust screens: Critical (Campus: OCN)	Closed	Client Support	g.hansen	mtvalente
201425	Issue with Zoom on MCC laptop	Closed	Client Support	kpeck	RPeregrino
201427	Move monitor: Critical (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
201431	Email is slow/stalling	Closed	Client Support	kmarquardt	LWhite
201434	VPN and Soft Phone Installation: Critical (Campus:)	Closed	Client Support	pababbitt	LWhite
201435	Printer Installation : Critical (Campus: OCN)	Closed	Client Support	sgonzales	LWhite
201440	Damaged laptop - request warranty inquiry: Medium (Campus: OCN)	Closed	Client Support	mohnstad	LWhite
201442	Computer Check Up: High (Campus: OCN)	Closed	Client Support	sgonzales	LWhite
201444	Need help adding FAO shared email inbox : Critical (Campus: Online)	Closed	Client Support	rbishop	LWhite
201448	Install new printer: High (Campus: OCN)	Closed	Client Support	mmeyerholtz	dewilliamson
201449	Unable to connect : High (Campus:)	Closed	Client Support	dmarks	LWhite
201452	COVID-19 Equipment Request Approved - pababbitt - Desktop for Roby Jean B	Closed	Client Support	rbishop	[NONE]
201454	Assistance with Laptop : Medium (Campus: OCN)	Closed	Client Support	kscaife	LWhite
201455	Issue re: VMware connectivity?	Closed	Client Support	eviveros	mtvalente
201456	Adobe Update: Medium (Campus: OCN)	Closed	Client Support	jfritts	RPeregrino
201460	ScanSnap Scanner Connected : Medium (Campus: OCN)	Closed	Client Support	raustinrivera	mtvalente

201461	Computer Inoperative: Critical (Campus: OCN)	Closed	Client Support	depayton	dewilliamson
201463	9/17/2021 : DEPARTING EMPLOYEE: Henika	Closed	Client Support	vdibenedetto	amacdonald
201480	9/23/2021 : DEPARTING EMPLOYEE: Cassetti	Closed	Client Support	LSchneider	amacdonald
201487	8/31/2021 : DEPARTING EMPLOYEE: Rainey	Closed	Client Support	ajohnson	amacdonald
201492	Can't update login password for laptop PC: Critical (Campus: OCN)	Closed	Client Support	stachibana	jringer
201495	My wireless mouse keep right clicking while I'm trying to left click: High (Campus: OCN)	Closed	Client Support	dle	RPeregrino
201501	COVID-19 Equipment Request Returned - crainey - I need a laptop to work on	Closed	Client Support	crainey	mtvalente
201502	2 Samsung Tablets PO 50286	Closed	Client Support	carce	hpennerman
201505	Monitor acting up again (Campus:OCN)	Closed	Client Support	Slachsen	dewilliamson
201506	Unable to connect computer to printer : Critical (Campus: OCN)	Closed	Client Support	modom	[NONE]
201507	COVID-19 Equipment Request Returned - j.gonzales - Printer for Diane Dieckman	Closed	Client Support	j.gonzales	mtvalente
201508	Problem solved: Low (Campus: OCN)	Closed	Client Support	modom	RPeregrino
201510	9/3/2021 : DEPARTING EMPLOYEE: Rainey	Closed	Client Support	djaykus	amacdonald
201522	Software Updates Needed: High (Campus: OFF SITE)	Closed	Client Support	kreyes	LWhite
201523	Office 365 and Windows Activation : High (Campus: Online)	Closed	Client Support	jmakeoghain	RPeregrino
201528	SPSS, PSYC 104: High (Campus:)	Closed	Client Support	jbourdages	RPeregrino
201535	Adobe update: Critical (Campus: OCN)	Closed	Client Support	mmccaffery	dlambert
201536	15 iPads	Closed	Client Support	mkendall	mtvalente
201537	Fix Printer: High (Campus: OCN)	Closed	Client Support	mreeve	LWhite
201539	New loaner please :): Critical (Campus: OCN)	Closed	Client Support	kmarquardt	dewilliamson
201542	9/1/2021 : DEPARTING EMPLOYEE: Salgado	Closed	Client Support	jgomez	amacdonald
201548	4 iPads	Closed	Client Support	amacdonald	mtvalente
201550	Printer Driver Update: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	dewilliamson
201554	High Flex Music New Mac Mini Computer: Critical (Campus: OCN)	Closed	Client Support	JMcKinley	jringer
201555	High Flex Music need 2nd display Monitor for Computer #1: Critical (Campus: OCN)	Closed	Client Support	JMcKinley	jringer
201556	HP printer not printing: High (Campus: OCN)	Closed	Client Support	ChRodriguez	LWhite
201562	Employee: Palafox (Desktop Computer)	Closed	Client Support	stirona	amacdonald
201566	Softphones Set Up: High (Campus:)	Closed	Client Support	dboone	LWhite
201568	computer is not reliable: High (Campus: OCN)	Closed	Client Support	smehta	LWhite
201572	9/7/2021 : DEPARTING EMPLOYEE: Owens	Closed	Client Support	mmeyerholtz	amacdonald
201573	Update MS Teams Mac App: Medium (Campus: OCN)	Closed	Client Support	gwaite	dlambert
201580	Access to Shared Drive: High (Campus: Online)	Closed	Client Support	kanthis	jringer
201596	Help Installing Mail Merge Add-on: High (Campus: OFF SITE)	Closed	Client Support	mbucio	dlambert
201597	Help Installing Mail Merge Add-on: High (Campus: OFF SITE)	Closed	Client Support	nescobedo	dlambert
201598	Help Installing Mail Merge Add-on: High (Campus: OFF SITE)	Closed	Client Support	ymendoza	dlambert
201599	Help Installing Mail Merge Add-on: High (Campus: OFF SITE)	Closed	Client Support	baguilar	RPeregrino
201600	Help Installing Mail Merge Add-on: High (Campus: OFF SITE)	Closed	Client Support	nescobedo	dlambert
201602	Laptop Stuck on Automatic Repair screen: Critical (Campus: OFF SITE)	Closed	Client Support	MHaynie	LWhite
201605	Chrome on Sullivans Mac: High (Campus: OCN)	Closed	Client Support	jimsullivan	RPeregrino
201615	Zoom help for Comstock: Medium (Campus: OCN)	Closed	Client Support	abarragan	RPeregrino
201616	Camera Doesn't Work: High (Campus: OCN)	Closed	Client Support	ecarstensen	dewilliamson

201617	Adjust monitors and mouse	Closed	Client Support	mdellin	mtvalente
201619	HP color printer not working: Critical (Campus: OCN)	Closed	Client Support	fgonzalez	LWhite
201622	COVID-19 Equipment Request Approved - greyes - I would like to request a la	Closed	Client Support	greyes	mtvalente
201623	COVID-19 Equipment Request Approved - greyes - I would like to request a la	Closed	Client Support	greyes	[NONE]
201624	COVID-19 Equipment Request Approved - fbautista - laptop request	Closed	Client Support	fbautista	LWhite
201628	Network & Internet settings : Low (Campus:)	Closed	Client Support	dmarks	dewilliamson
201634	Computer needs to be connected to color printer : Critical (Campus: TCI)	Closed	Client Support	sgaitan	gstone
201636	Mac laptop issues MAC37392 Printer not recognized, computer not connecte	Closed	Client Support	zperovic	mtvalente
201641	COVID-19 Equipment Request Approved - gordaz - Laptop	Closed	Client Support	gordaz	LWhite
201644	Comptuer login Access : High (Campus:)	Closed	Client Support	bastorga	dewilliamson
201649	Connecting Computers to Printer: Medium (Campus: OCN)	Closed	Client Support	greyes	gstone
201655	Inability to Print: High (Campus: TCI)	Closed	Client Support	jrsiron	gstone
201656	COVID-19 Equipment Request Approved - twatts - Request MiraCosta laptop	Closed	Client Support	twatts	LWhite
201659	Computer: Critical (Campus: Online)	Closed	Client Support	pfgonzalez	RPeregrino
201660	Update Zoom: Critical (Campus:)	Closed	Client Support	lnakamura	RPeregrino
201668	Install of New Software: Medium (Campus: OCN)	Closed	Client Support	j.sneary	RPeregrino
201673	Sound quality bad on desk top: Medium (Campus: CLC)	Closed	Client Support	mdesouza	dlambert
201674	Staff PC Issues in Bldg 7000/Staff Field Office	Closed	Client Support	ckinnon	mtvalente
201677	Zoom issue - Unable to log in with Mac app: High (Campus:)	Closed	Client Support	llira	mtvalente
201678	Docking Station	Closed	Client Support	jcrast	mtvalente
201679	Install software to laptop: Medium (Campus: OCN)	Closed	Client Support	dle	[NONE]
201680	New laptop	Closed	Client Support	jedwards	gstone
201682	Update Adobe and add driver for HP Color Printer M751 on PC: Critical (Cam	Closed	Client Support	dhetherington	gstone
201683	Employee: Bretado (Desktop Computer)	Closed	Client Support	anydegger	amacdonald
201688	9/13/2021 : DEPARTING EMPLOYEE: Kuang	Closed	Client Support	stachibana	amacdonald
201692	Laptop 5320	Closed	Client Support	iphillips	mtvalente
201693	Computer Shut Down/Overheating: Critical (Campus: OCN)	Closed	Client Support	stuisee	dewilliamson
201694	Latitude 5320 New device	Closed	Client Support	DDavis	LWhite
201698	Request Number: 201605; has been updated by EMAIL	Closed	Client Support	JSullivan	RPeregrino
201703	Student worker Ning Jia cannot access iLinx: High (Campus: OCN)	Closed	Client Support	stachibana	dlambert
201706	Microsoft Office Suites: Critical (Campus: OCN)	Closed	Client Support	dboone	LWhite
201713	Adobe Reader: Low (Campus: OCN)	Closed	Client Support	jcooper	dlambert
201719	Softphones Set Up: High (Campus:)	Closed	Client Support	dboone	LWhite
201722	computer base: Low (Campus: OCN)	Closed	Client Support	ChRodriguez	kmezquita
201723	Computer went black : Critical (Campus: OCN)	Closed	Client Support	gbeas	mtvalente
201725	Office/Computer Set Up: High (Campus: OCN)	Closed	Client Support	jkoschwanez	dewilliamson
201732	Swap Laptop MCCC0V2ST2 for MCCD9F7T2 and Softphone and Vmware: Crite	Closed	Client Support	nescobedo	dlambert
201734	COVID-19 Equipment Request Approved - kalbrecht - Laptop already remote	Closed	Client Support	kalbrecht	LWhite
201739	Software Installation on Home Computer: High (Campus: OFF SITE)	Closed	Client Support	tlazootin	jringer
201741	COVID-19 Equipment Request Returned - cbischel - New_ replacement laptop	Closed	Client Support	cbischel	mtvalente
201742	Update software on staff computer at home: Medium (Campus: OFF SITE)	Closed	Client Support	spultz	RPeregrino

201744	Computer Running Slowly: Critical (Campus: OFF SITE)	Closed	Client Support	pababbitt	LWhite
201745	Reinstall of Fusion360 : Medium (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
201761	remove personal laptop from GP VPN	Closed	Client Support	ksbrown	RPeregrino
201770	Clock work install : High (Campus: OCN)	Closed	Client Support	cbretado	dewilliamson
201771	Request for VPN Access	Closed	Client Support	aalarcon	dewilliamson
201772	network issues slow: Critical (Campus:)	Closed	Client Support	anydegger	RPeregrino
201775	ILINX Document Reader Error: Low (Campus: OCN)	Closed	Client Support	kctaylor	LWhite
201777	Bldg. C Copier/Data Connectivity: Medium (Campus: CLC)	Closed	Client Support	Itisdale	dlambert
201785	Microsoft Teams App: High (Campus:)	Closed	Client Support	stuisee	LWhite
201787	9/13/2021 : DEPARTING EMPLOYEE: Cardenas	Closed	Client Support	ybalcazar	amacdonald
201798	password for 2200P2: Medium (Campus: OCN)	Closed	Client Support	alangager	mtvalente
201801	Access to Sharedrive : Critical (Campus:)	Closed	Client Support	apalafox	dlambert
201805	Issue with Zoom	Closed	Client Support	dmarbey	RPeregrino
201806	Computer performance very slow: Medium (Campus: OCN)	Closed	Client Support	mohnstad	mtvalente
201807	OneNote will not sync: High (Campus: OCN)	Closed	Client Support	mina.hernandez	RPeregrino
201808	Zoom App Startup Error: Medium (Campus: OCN)	Closed	Client Support	ilujan	mtvalente
201809	Issue re: Teams	Closed	Client Support	sdean	hpennerman
201812	New Scanner	Closed	Client Support	iphillips	gstone
201814	Scanner Issue: High (Campus: OCN)	Closed	Client Support	sharrington	dewilliamson
201819	Employee Laptop: High (Campus: OFF SITE)	Closed	Client Support	afleming	[NONE]
201821	Adobe Access: High (Campus: OCN)	Closed	Client Support	pababbitt	LWhite
201824	Unable to open Microsoft powerpoint, word, excel: Critical (Campus: OFF SITE)	Closed	Client Support	dingato	gstone
201827	Google Chrome Update : Critical (Campus: OCN)	Closed	Client Support	HBaesErbs	gstone
201829	Computer is very slow and freezes throughout the day	Closed	Client Support	tmacias	gstone
201834	Employee: Sherrell (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
201840	Scan Snap ix1400 PO210001950	Closed	Client Support	gkasner	RPeregrino
201841	New Monitor	Closed	Client Support	mgrindley	mtvalente
201842	Monitor	Closed	Client Support	raustinrivera	mtvalente
201843	Scanp Snap ix1400	Closed	Client Support	ceverts	gstone
201847	Update MS Office suite : Critical (Campus: TCI)	Closed	Client Support	lkurokawa	gstone
201849	zoom problems and slow computer: High (Campus: OCN)	Closed	Client Support	ChRodriguez	mtvalente
201850	Adobe expired license	Closed	Client Support	zperovic	mtvalente
201853	Zoom Live Transcription Is Crashing: High (Campus:)	Closed	Client Support	tnagai	dewilliamson
201854	Softphones Set Up: High (Campus:)	Closed	Client Support	dboone	LWhite
201855	COVID-19 Equipment Request Approved - pababbitt - District laptop for Roby	Closed	Client Support	rbishop	LWhite
201856	COVID-19 Equipment Request Approved - pababbitt - District laptop for Ashle	Closed	Client Support	asherrell	[NONE]
201857	Add Printer: High (Campus: TCI)	Closed	Client Support	croot	gstone
201860	TSPrint: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	LWhite
201871	COVID-19 Equipment Request Approved - pababbitt - District laptop for Moni	Closed	Client Support	marroyo	[NONE]
201873	Laptop keys sticking: Medium (Campus: OCN)	Closed	Client Support	jhartzell	[NONE]
201874	Computer Shuts Down: High (Campus: OCN)	Closed	Client Support	oaelmer	LWhite

201876	Unable to access two drive locations/folders	Closed	Client Support	hcohneltner	gstone
201886	COVID-19 Equipment Request Approved - pababbitt - Request for Ashley Sher	Closed	Client Support	asherrell	mtvalente
201887	Student laptops wont boot into windows and will not charge: High (Campus:	Closed	Client Support	tmessmer	gstone
201888	Student laptop won't boot into Windows: High (Campus: OCN)	Closed	Client Support	tmessmer	gstone
201898	Ilinx not downloading (Debi Lambert): Medium (Campus:)	Closed	Client Support	yjimenez	dlambert
201900	Microsoft Office Error Message: Medium (Campus: OCN)	Closed	Client Support	tmessmer	kmezquita
201901	MAC38609 Update: Critical (Campus: OCN)	Closed	Client Support	HBaesErbs	gstone
201909	VPN software installed on Faculty laptop : Medium (Campus: OCN)	Closed	Client Support	lgreenwald	mtvalente
201912	Issue with Zoom	Closed	Client Support	jkoschwanez	dewilliamson
201918	Softphone Issues: High (Campus:)	Closed	Client Support	kalbrecht	LWhite
201919	COVID-19 Equipment Request Approved - afleming - Staff Laptop Request for	Closed	Client Support	jcooper	LWhite
201922	Servicing laptops for students: Medium (Campus: OCN)	Closed	Client Support	cgoodspeed	mtvalente
201923	Re: THIS SERVICE REQUEST - Request comuter is not reliable: High (Campus:)	Closed	Client Support	smehta	LWhite
201925	Investigate printer driver	Closed	Client Support	EDonze	dewilliamson
201927	Software download: Medium (Campus: OCN)	Closed	Client Support	dboone	gstone
201929	COMPUTER NOT WORKING : Critical (Campus: OCN)	Closed	Client Support	amusick	gstone
201930	Paperstream for MCCH1FPSX1: Medium (Campus: OCN)	Closed	Client Support	nja	mtvalente
201932	Microsoft Office License Expired on Student Laptop: Low (Campus: OCN)	Closed	Client Support	aalvo	hpennerman
201935	Install DYMO software and Touchpad issues	Closed	Client Support	nwilliams	gstone
201940	Employee: Johnson (Desktop Computer)	Closed	Client Support	asherrell	amacdonald
201944	Employee: Williams (Desktop Computer)	Closed	Client Support	asherrell	amacdonald
201948	Need Trak and Trak Admin installed: Medium (Campus: OCN)	Closed	Client Support	ccarlsson	mtvalente
201949	Mac Laptop for New Hire	Closed	Client Support	sfanning	mtvalente
201951	Adobe Acrobat License Expired?: Medium (Campus: OCN)	Closed	Client Support	dadavis	LWhite
201953	Re: THIS SERVICE REQUEST - Request Re: THIS SERVICE REQUEST - Request co	Closed	Client Support	smehta	LWhite
201958	Employee: Bishop (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
201963	Trouble connecting to home Wifi	Closed	Client Support	ktewes	kmezquita
201965	Employee: Arroyo (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
201969	TMacias Outlook 365 can't connect states can't display online services (Camp	Closed	Client Support	tmacias	gstone
201970	Issues with Zoom: Critical (Campus: OFF SITE)	Closed	Client Support	dadler	LWhite
201973	COVID-19 Equipment Request Returned - vdibenedetto - Desktop computer fo	Closed	Client Support	vdibenedetto	mtvalente
201975	install google earth: High (Campus: OCN)	Closed	Client Support	lhernandez	gstone
201976	PC not operating: Critical (Campus: OCN)	Closed	Client Support	tmacias	gstone
201977	Employee: Astorga (Desktop Computer)	Closed	Client Support	bastorga	amacdonald
201984	Employee: Nou (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
201988	Computer Log In: High (Campus: OCN)	Closed	Client Support	pababbitt	[NONE]
201990	Soft phone for off-campus calling: Medium (Campus:)	Closed	Client Support	lgreenwald	LWhite
201994	COVID-19 Equipment Request Returned - krodriquez - MCCCWXTX12 - Ashley	Closed	Client Support	krodriquez	mtvalente
201998	Need a 2nd Computer Display Monitor for Music Hi Flex Classroom: Critical (Closed	Client Support	JMcKinley	mtvalente
202001	Outlook: app requiring a "licensed copy"	Closed	Client Support	cbretado	RPeregrino
202004	Zoom App Startup Error: High (Campus: OCN)	Closed	Client Support	ilujan	LWhite

202005	Computer running super slow	Closed	Client Support	bboynton	RPeregrino
202006	Computer Replacement	Closed	Client Support	aholmes	kmezquita
202007	Desktop Replacement	Closed	Client Support	hcohngetlner	kmezquita
202008	New Monitor	Closed	Client Support	amacdonald	kmezquita
202012	Office comptuer so slow, it is unusable.	Closed	Client Support	tmacias	dewilliamson
202013	Zoom Problems: High (Campus: OFF SITE)	Closed	Client Support	kreyes	LWhite
202014	EdConnect Update Install- Federal Government Software: High (Campus: Onl	Closed	Client Support	tpuccio	RPeregrino
202018	Returned laptop not holding charge: Medium (Campus: OCN)	Closed	Client Support	mohnstad	dewilliamson
202019	Excel and other Microsoft Products are hanging up: Critical (Campus: OCN)	Closed	Client Support	tmacias	gstone
202027	Slowness of PC affecting work	Closed	Client Support	cwelsh	gstone
202029	Need IP address	Closed	Client Support	a.delacruz	kmezquita
202031	Assistance with Scanner Settings: Medium (Campus: OCN)	Closed	Client Support	sharrington	gstone
202032	Connect Hayley's Laptop to Two Color Printers: High (Campus: OCN)	Closed	Client Support	evbrown	dewilliamson
202036	Unable to connect computer to printer : High (Campus: OCN)	Closed	Client Support	modom	mtvalente
202039	Lab desktop to be used for staff member	Closed	Client Support	jhigginbotham	gstone
202045	Connect Printer to computer: Medium (Campus: CLC)	Closed	Client Support	apalafox	dlambert
202047	one drive help: High (Campus:)	Closed	Client Support	aburd	gstone
202049	Assistance with bluetooth headset	Closed	Client Support	kscaife	kmezquita
202053	Ed Connect : High (Campus: OCN)	Closed	Client Support	schap	RPeregrino
202055	MACs cannot print: Critical (Campus: OCN)	Closed	Client Support	abarragan	kmezquita
202060	Slow Computer: High (Campus: OCN)	Closed	Client Support	kgomez	gstone
202061	MCCGC7JM2 problem powering up: Medium (Campus: OCN)	Closed	Client Support	tvu	kmezquita
202070	MLC open lab computers need to updates shortcuts on destop: Medium (Car	Closed	Client Support	tvu	dewilliamson
202071	Unable to connect : Medium (Campus:)	Closed	Client Support	dmarks	kmezquita
202075	Zoom sound issue: Medium (Campus: OCN)	Closed	Client Support	aburd	gstone
202079	Employee: Vivas Orozco (Desktop Computer)	Closed	Client Support	talves	amacdonald
202086	Clockwork errors: Medium (Campus: OFF SITE)	Closed	Client Support	mfarnam	mtvalente
202088	Install Scan Snap at A&R Counter Station 3: Medium (Campus: CLC)	Closed	Client Support	MLopez	dlambert
202089	Install Scan Snap at A&R Counter Station 6: High (Campus: CLC)	Closed	Client Support	MLopez	dlambert
202095	Install P-touch Editor software: Medium (Campus: OCN)	Closed	Client Support	hteixeira	LWhite
202098	download scan snap installer: Medium (Campus: OFF SITE)	Closed	Client Support	whorton	LWhite
202100	Laptop issues with new password	Closed	Client Support	cundan	[NONE]
202103	Student facing PC for zoom sessions: High (Campus:)	Closed	Client Support	kmarquardt	gstone
202104	Assistance re: Zoom setup	Closed	Client Support	agarcia	LWhite
202105	Issues with rebooting computer and applications crashing: High (Campus: OF	Closed	Client Support	tsisario	kmezquita
202107	Softphones Set Up and Microsoft Office: Medium (Campus: OFF SITE)	Closed	Client Support	dboone	LWhite
202108	Moniter display purple tint, not white: Medium (Campus: OCN)	Closed	Client Support	kwhite	dewilliamson
202113	7003W02 not working properly: Medium (Campus: OCN)	Closed	Client Support	abarragan	kmezquita
202114	acrobat not working: High (Campus: OCN)	Closed	Client Support	pesbensen	LWhite
202115	Need Admin Licensing for Microsoft: Critical (Campus: OCN)	Closed	Client Support	dfarnham	LWhite
202117	Soft Phone: Low (Campus:)	Closed	Client Support	mzepeda	gstone

202123	Employee: Pescarmona (Desktop Computer)	Closed	Client Support	j.gonzales	mtvalente
202132	10/14/2021 : DEPARTING EMPLOYEE: ONLY	Closed	Client Support	cwoolley	[NONE]
202136	Fix Adobe Product in iMac: High (Campus:)	Closed	Client Support	fcruz	kmezquita
202139	9/20/2021 : DEPARTING EMPLOYEE: Skaife	Closed	Client Support	ceverts	amacdonald
202148	Employee: Medina (Desktop Computer)	Closed	Client Support	mvivar	amacdonald
202150	Desktop Lab Computers No Printer: Critical (Campus: OCN)	Closed	Client Support	hjohnson	kmezquita
202151	Issue with Zoom: After Meeting Key entered	Closed	Client Support	lnakamura	kmezquita
202152	Zoom will not launch: Critical (Campus: OFF SITE)	Closed	Client Support	dadler	gstone
202155	Desktop Replacement	Closed	Client Support	jhigginbotham	gstone
202156	SAS Lab	Closed	Client Support	jhigginbotham	gstone
202160	***College Police***: Critical (Campus: OCN)	Closed	Client Support	kvasquez3	gstone
202165	Unable to print documents: High (Campus: OCN)	Closed	Client Support	BPerez	gstone
202168	Install Adobe Acrobat Pro DC: Medium (Campus: OFF SITE)	Closed	Client Support	hwalker	LWhite
202170	Hard Disc Upgrade	Closed	Client Support	bfitzwater	kmezquita
202174	unable to print from 4500P3: Medium (Campus: OCN)	Closed	Client Support	sfeldman	LWhite
202175	Soft phone line: Medium (Campus: OFF SITE)	Closed	Client Support	lcollins	LWhite
202176	Nothing printing from 4501w01 to 4500p3	Closed	Client Support	mpark	LWhite
202178	Investigate Quicken Software on MCC8DH1JH2 and MCCGC15KH2	Closed	Client Support	EDonze	dewilliamson
202179	Acrobat: missing application manager	Closed	Client Support	kdunbar	gstone
202186	ID Card Printer: High (Campus: OCN)	Closed	Client Support	j.sneary	dewilliamson
202189	Multiple Virus Protection products installed 1200LRCHKWLAP743002W01 MC	Closed	Client Support	EDonze	dewilliamson
202202	configuring department laptop comuter: Medium (Campus: OCN)	Closed	Client Support	MScavone	mtvalente
202204	Computer Search Bar Not Working: High (Campus: OCN)	Closed	Client Support	pconahan	LWhite
202207	I Need Adobe Installed : Low (Campus: TCI)	Closed	Client Support	croot	gstone
202217	9/23/2021 : DEPARTING EMPLOYEE: Tremmel	Closed	Client Support	tgibson	amacdonald
202220	Unable to connect computer to printer : High (Campus: OCN)	Closed	Client Support	modom	mtvalente
202221	Reinstall OneNote 10 for Windows: High (Campus: OCN)	Closed	Client Support	ksimonds	gstone
202223	test	Closed	Client Support	jringer	jringer
202224	macbook for Hsu, Ning Chiao	Closed	Client Support	mtvalente	mtvalente
202225	Computer/Printer Not Connecting: High (Campus: OCN)	Closed	Client Support	aquivey	mtvalente
202232	Employee: Williams (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
202233	Enable printing from Mac laptop: High (Campus: OCN)	Closed	Client Support	swalker	LWhite
202236	Employee: Sierra (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
202238	Enable printing from Mac laptop: High (Campus: OCN)	Closed	Client Support	swalker	LWhite
202241	Fwd: Update for Microsoft?	Closed	Client Support	dewilliamson	dewilliamson
202242	Windows Search not Working: Medium (Campus: OFF SITE)	Closed	Client Support	cwelsh	gstone
202251	Enable printing from Mac laptop: Low (Campus: OCN)	Closed	Client Support	swalker	LWhite
202252	Enable printing from Mac Computer: High (Campus: OCN)	Closed	Client Support	swalker	LWhite
202254	9/24/2021 : DEPARTING EMPLOYEE: Morales	Closed	Client Support	apaopao	amacdonald
202258	9/24/2021 : DEPARTING EMPLOYEE: Garcia	Closed	Client Support	apaopao	amacdonald
202265	9/24/2021 : DEPARTING EMPLOYEE: Colleran	Closed	Client Support	apaopao	amacdonald

202266	9/24/2021 : DEPARTING EMPLOYEE: Hempleman	Closed	Client Support	apaopao	amacdonald
202273	9/24/2021 : DEPARTING EMPLOYEE: Blinder	Closed	Client Support	apaopao	amacdonald
202274	9/24/2021 : DEPARTING EMPLOYEE: Knapp	Closed	Client Support	apaopao	amacdonald
202279	9/24/2021 : DEPARTING EMPLOYEE: Lamping	Closed	Client Support	apaopao	amacdonald
202284	9/24/2021 : DEPARTING EMPLOYEE: Drew	Closed	Client Support	apaopao	amacdonald
202286	9/24/2021 : DEPARTING EMPLOYEE: Schobert	Closed	Client Support	apaopao	amacdonald
202290	9/24/2021 : DEPARTING EMPLOYEE: Cheadle	Closed	Client Support	apaopao	amacdonald
202295	9/24/2021 : DEPARTING EMPLOYEE: Coronado	Closed	Client Support	apaopao	amacdonald
202300	9/24/2021 : DEPARTING EMPLOYEE: Bell	Closed	Client Support	apaopao	amacdonald
202302	9/24/2021 : DEPARTING EMPLOYEE: Anderson	Closed	Client Support	apaopao	amacdonald
202307	Upgrade Notepad ++: Medium (Campus: OCN)	Closed	Client Support	djaykus	mtvalente
202309	Covid Testing Site at TCI Campus: Critical (Campus: TCI)	Closed	Client Support	jrsiron	gstone
202317	Unable to connect computer to printer : Critical (Campus: OCN)	Closed	Client Support	modom	kmezquita
202318	Desk Top : Medium (Campus: OCN)	Closed	Client Support	mgrindley	mtvalente
202321	Global Protect Unreliable Network Connection: High (Campus:)	Closed	Client Support	j.gonzales	LWhite
202323	9/22/2021 : DEPARTING EMPLOYEE: Hill	Closed	Client Support	mkendall	amacdonald
202331	Hook Work Laptop Up to Office Printer: High (Campus: OCN)	Closed	Client Support	j.gonzales	gstone
202339	Employee: Romo (Desktop Computer)	Closed	Client Support	abarragan	amacdonald
202344	Ipad expanding battery: Low (Campus: OCN)	Closed	Client Support	jhartzell	mtvalente
202347	Install Adobe to VMware desktop: Low (Campus:)	Closed	Client Support	bdaniels	RPeregrino
202349	iPads for Facilities	Closed	Client Support	amacdonald	gstone
202350	Desktop doesn't send Documents to Printer: High (Campus: OCN)	Closed	Client Support	mmorales	gstone
202351	Needing access to IBM SPSS on personal computer: High (Campus: OFF SITE)	Closed	Client Support	shaneanderson	jringer
202368	Employee: Morelia (Desktop Computer)	Closed	Client Support	talves	amacdonald
202372	Employee: Chavira (Desktop Computer)	Closed	Client Support	talves	amacdonald
202378	Employee: Mikes (Desktop Computer)	Closed	Client Support	talves	amacdonald
202380	Employee: Rodriguez (Desktop Computer)	Closed	Client Support	talves	amacdonald
202386	Employee: Gonzales (Desktop Computer)	Closed	Client Support	talves	amacdonald
202388	Employee: Luna (Desktop Computer)	Closed	Client Support	talves	amacdonald
202393	Printer Setup: Critical (Campus: OCN)	Closed	Client Support	stachibana	jringer
202398	DYMO printer stopped printing labels.: High (Campus: OCN)	Closed	Client Support	dmcqueen	mtvalente
202400	Check out Laptop for Music Hi Flex for Arlie: Critical (Campus: OCN)	Closed	Client Support	JMcKinley	jringer
202408	Office Computer Slow/ Programs Freeze: High (Campus: OCN)	Closed	Client Support	SBAiley	LWhite
202412	Investigate GP issues/update password on MCC laptop	Closed	Client Support	adzamora	RPeregrino
202414	ScanSnap Scanner Installation Request: High (Campus: OCN)	Closed	Client Support	adandersen	gstone
202422	Move Back to Campus	Closed	Client Support	mtvalente	[NONE]
202429	COVID-19 Equipment Request Returned - amacdonald - Desktop	Closed	Client Support	amacdonald	amacdonald
202431	Biotech Laptops 4051 Q15 PO 21001992	Closed	Client Support	amacdonald	dewilliamson
202432	Map to S Drive: Medium (Campus: OFF SITE)	Closed	Client Support	hwalker	RPeregrino
202433	Desktop Replacement T100	Closed	Client Support	amacdonald	kmezquita
202442	Icons flashing-KeyBoard not functioning	Closed	Client Support	LBurns	kmezquita

202446	Can my Computer and Brower be updated?: Low (Campus: OCN)	Closed	Client Support	dsexton	RPeregrino
202451	COVID-19 Equipment Request Returned - sgonzales - Computer Desktop Heal	Closed	Client Support	sgonzales	LWhite
202460	Employee: Kahn (Desktop Computer)	Closed	Client Support	j.gonzales	mtvalente
202465	Employee: Towey (Desktop Computer)	Closed	Client Support	stirona	amacdonald
202468	COVID-19 Equipment Request Approved - mnou - Computer desktop	Closed	Client Support	mnou	[NONE]
202470	Library loaned laptop not connecting to network: High (Campus: OCN)	Closed	Client Support	mohnstad	hpennerman
202472	Computer Slow: High (Campus: OCN)	Closed	Client Support	kgranza	mtvalente
202473	Need Access to Excel: High (Campus: TCI)	Closed	Client Support	croot	gstone
202478	New Laptop replacing Desktop	Closed	Client Support	amacdonald	gstone
202480	4903 lab computer : Critical (Campus: OCN)	Closed	Client Support	tmessmer	kmezquita
202481	COVID-19 "kiosk"	Closed	Client Support	amacdonald	mtvalente
202482	Chrome Update Needed to access JPM Chase Website: High (Campus: OFF SI	Closed	Client Support	manderson	RPeregrino
202485	cannot connect to copier: Critical (Campus: OCN)	Closed	Client Support	ChRodriguez	gstone
202486	Assistance getting setup; returning onsite	Closed	Client Support	jbollerud	kmezquita
202487	Help with adding software to Music Laptop: High (Campus: OCN)	Closed	Client Support	JMcKinley	mtvalente
202489	Install Adobe Creative Cloud: High (Campus: OCN)	Closed	Client Support	jbollerud	kmezquita
202490	Priner Driver Update: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	gstone
202492	Laptop Updates	Closed	Client Support	amacdonald	mtvalente
202494	Desktop Setup: High (Campus: CLC)	Closed	Client Support	rogonzalez	dlambert
202495	nyax ipad set up (just 1)	Closed	Client Support	nyax	mtvalente
202500	Installation of 10 licenses of V-Ray render software: Medium (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
202503	Camtasia Audio Not working when video is recorded: High (Campus: OCN)	Closed	Client Support	afleming	jringer
202513	Employee: Perkett (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
202536	COVID-19 Equipment Request Returned - amacdonald - Softphone	Closed	Client Support	amacdonald	amacdonald
202540	COVID-19 Equipment Request Returned - pababbitt - Request for Robyjean Bi	Closed	Client Support	pababbitt	amacdonald
202543	10/1/2021 : DEPARTING EMPLOYEE: Arroyo	Closed	Client Support	pababbitt	amacdonald
202547	10/15/2021 : DEPARTING EMPLOYEE: Nou	Closed	Client Support	mmeyerholtz	amacdonald
202559	Zoom Crashed with Live Transcript On: High (Campus: OCN)	Closed	Client Support	MHaynie	RPeregrino
202565	Computer Acting Up: Critical (Campus: OCN)	Closed	Client Support	twilliams	mtvalente
202569	Laptop for new nurse practitioner: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	[NONE]
202571	Printer not working: Critical (Campus: OCN)	Closed	Client Support	stachibana	kmezquita
202572	Teams install for Vicente Hernandez	Closed	Client Support	jringer	LWhite
202573	Need to update former MCC computer	Closed	Client Support	rmagyar	mtvalente
202577	Laptop Issue: Critical (Campus: OCN)	Closed	Client Support	dboone	mtvalente
202578	Requesting for guidance - onedrive access: Low (Campus: OCN)	Closed	Client Support	modom	RPeregrino
202579	Can't log in to MS Teams desctop app.: Critical (Campus:)	Closed	Client Support	g.hansen	gstone
202581	tom macias macbook pro	Closed	Client Support	tmacias	mtvalente
202582	2413 macmini install	Closed	Client Support	alangager	mtvalente
202583	Computer crashes	Closed	Client Support	avu	RPeregrino
202585	Computer not recognizing your (Miracosta) computer. : Critical (Campus: OF	Closed	Client Support	mcoull	RPeregrino
202586	Can't access MCC laptop - clock wrong: High (Campus: Online)	Closed	Client Support	sncarpenter	LWhite

202587	install software for new copier: High (Campus: OCN)	Closed	Client Support	ChRodriguez	RPeregrino
202609	Printer Not installed: Critical (Campus: OCN)	Closed	Client Support	iphillips	mtvalente
202610	internet not connecting: High (Campus: OCN)	Closed	Client Support	vhernandez	kmezquita
202612	Credit Card Reader : High (Campus: OCN)	Closed	Client Support	RDean	mtvalente
202617	Unable to Access Secure Wifi: Medium (Campus:)	Closed	Client Support	rbond	gstone
202637	Office PC very slow: Critical (Campus: OCN)	Closed	Client Support	stachibana	kmezquita
202639	MCC laptop: Connections not available	Closed	Client Support	aboles	dewilliamson
202641	Fix Adobe and Set up Printer: Low (Campus: OCN)	Closed	Client Support	fcruz	dewilliamson
202644	Softphone Issues: High (Campus: OCN)	Closed	Client Support	kalbrecht	LWhite
202646	Employee: Cross (Desktop Computer)	Closed	Client Support	ksimonds	mtvalente
202653	Phones: High (Campus:)	Closed	Client Support	mnou	mtvalente
202654	Laptop losing connectivity to internet: Medium (Campus: OFF SITE)	Closed	Client Support	Itemplin	gstone
202655	3300P6 Printer Not Turning On: High (Campus: OCN)	Closed	Client Support	rtommy	kmezquita
202656	Employee: WarnerSaadat (Desktop Computer)	Closed	Client Support	bfelt	RPeregrino
202661	COVID-19 Equipment Request Approved - kmarquardt - Laptop for telehealth	Closed	Client Support	odalton	hpennerman
202663	police ipads 21	Closed	Client Support	mtvalente	mtvalente
202669	Password updated but no access to shared drive: High (Campus:)	Closed	Client Support	cundan	RPeregrino
202672	Desktop & Scanner	Closed	Client Support	amacdonald	kmezquita
202679	Connecting bluetooth earbuds: Low (Campus: OCN)	Closed	Client Support	gonate	mtvalente
202680	connecting computers to pinter : Critical (Campus: OCN)	Closed	Client Support	fgonzalez	kmezquita
202681	Computer won't connect to network and another computer won't turn on : C	Closed	Client Support	singham	dewilliamson
202683	Camtasia Install: Low (Campus: OCN)	Closed	Client Support	hcohngeltner	gstone
202687	Reimage 3 lab machines due to malware exposure	Closed	Client Support	jlaprade	dewilliamson
202688	Software installation permission: Medium (Campus: OCN)	Closed	Client Support	gbehrouzian	RPeregrino
202693	Help needed with new software installation: Critical (Campus: OCN)	Closed	Client Support	dtraykova	dewilliamson
202695	Spreadsheet worked on yesterday not showing updates today	Closed	Client Support	sgrayson	RPeregrino
202697	Eliminating Zoom required password	Closed	Client Support	cRostworowskiStocco	RPeregrino
202702	connect 2112m01 to 2100P1	Closed	Client Support	mtvalente	mtvalente
202708	Moving Computer placement: High (Campus: OCN)	Closed	Client Support	jcrast	gstone
202711	Domain error with login: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	kmezquita
202713	Software: High (Campus: CLC)	Closed	Client Support	usixtoavendano	dlambert
202716	Scanner Setup with Laptop: High (Campus: OCN)	Closed	Client Support	kbebout	kmezquita
202718	Unable to connect to wifi with MCC laptop	Closed	Client Support	dvaldez	gstone
202719	PC Flickering - Driver Update: High (Campus: Online)	Closed	Client Support	jmaceoghain	[NONE]
202721	Need new PC battery	Closed	Client Support	rogonzalez	dlambert
202725	Employee: Aguilar (Desktop Computer)	Closed	Client Support	baguilar	amacdonald
202728	Desktop Dell needs update to run Adobe: Medium (Campus: OCN)	Closed	Client Support	jparis	LWhite
202736	Student Laptop not working: High (Campus: OCN)	Closed	Client Support	gordaz	LWhite
202740	Employee: Prinyotarn (Desktop Computer)	Closed	Client Support	kmarquardt	[NONE]
202744	4903 lab computer : Critical (Campus: OCN)	Closed	Client Support	tmessmer	kmezquita
202746	Photoshop reinstall: Critical (Campus: OFF SITE)	Closed	Client Support	akarvounis	RPeregrino

202748	cranium cafe - update zoom	Closed	Client Support	mtvalente	mtvalente
202750	Monitor LG 32" PO 21001950	Closed	Client Support	amacdonald	kmezquita
202752	Freeze 15 laptops: Medium (Campus: OCN)	Closed	Client Support	dtraykova	dewilliamson
202756	COVID-19 Equipment Request Approved - afleming - Staff Laptop Request	Closed	Client Support	jcooper	gstone
202758	COVID-19 Equipment Request Approved - afleming - Staff Laptop Needed for	Closed	Client Support	cbazan	[NONE]
202759	COVID-19 Equipment Request Approved - afleming - Staff Laptop Needed	Closed	Client Support	labondanza	[NONE]
202788	NVivo Qualitative Data Software: Critical (Campus: OFF SITE)	Closed	Client Support	mllissner	RPeregrino
202789	Computer Randomly Shuts Off: Medium (Campus: OCN)	Closed	Client Support	sharrington	mtvalente
202790	Install Tableau Desktop 2021.3.1	Closed	Client Support	charris	RPeregrino
202791	Scanner not Working: Medium (Campus: OCN)	Closed	Client Support	arodriguez	kmezquita
202794	Moving computer and monitors: High (Campus: OCN)	Closed	Client Support	csingleton	gstone
202795	Employee: Fishinger (Desktop Computer)	Closed	Client Support	csingleton	amacdonald
202804	Employee: Singleton (Desktop Computer)	Closed	Client Support	csingleton	amacdonald
202806	Trouble sending email: High (Campus:)	Closed	Client Support	jkoschwanez	dewilliamson
202808	Outlook/Office 365 and Printer access: High (Campus: TCI)	Closed	Client Support	zgemus	RPeregrino
202809	Install Tableau Desktop 2021.3.1	Closed	Client Support	ltrescott	RPeregrino
202814	Set up on laptop: Critical (Campus: OCN)	Closed	Client Support	csingleton	[NONE]
202819	Employee: Perry (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
202822	Camtasia software: High (Campus: SAN)	Closed	Client Support	pstoffer	RPeregrino
202824	install Tableau Desktop 2021.3.1 please	Closed	Client Support	ctarman	RPeregrino
202826	Install Tableau Desktop 2021.3.1	Closed	Client Support	gbehrouzian	RPeregrino
202827	Install Tableau Desktop 2021.3.1	Closed	Client Support	jclifton	RPeregrino
202832	Printer dose not work: Medium (Campus: OCN)	Closed	Client Support	aleonguerrero	kmezquita
202833	Connecting DYMO Labelwriter to Laptop: High (Campus: TCI)	Closed	Client Support	zgemus	gstone
202835	Csico Phone Redirecting: Critical (Campus: OFF SITE)	Closed	Client Support	kholmes	LWhite
202838	Library Loaned Laptop Needs Adobe Cloud access: High (Campus: OCN)	Closed	Client Support	mohnstad	gstone
202841	Wacom Driver Update: Low (Campus: OCN)	Closed	Client Support	ilujan	RPeregrino
202842	Sleep Timer Adjustment: Low (Campus: OCN)	Closed	Client Support	ilujan	dewilliamson
202853	Laptop Audio: High (Campus: OFF SITE)	Closed	Client Support	depayton	LWhite
202854	Can't get hyperlinks to work in Excel: High (Campus: OFF SITE)	Closed	Client Support	kbebout	RPeregrino
202855	P-touch editor is not connected to my label printer: High (Campus: OCN)	Closed	Client Support	stachibana	mtvalente
202859	Juan Juarez Adobe Acrobat Error 1 Message and Adobe License Error: High (Campus: OCN)	Closed	Client Support	nescobedo	LWhite
202865	Library Loaned Laptop needs Russian keyboard installed: High (Campus: Onli	Closed	Client Support	mohnstad	dewilliamson
202873	Issue with PDFs; they appear blank when attempting to save	Closed	Client Support	jkoschwanez	RPeregrino
202874	Cisco Software on Laptop Issue: Low (Campus: OFF SITE)	Closed	Client Support	svasquez	gstone
202898	GED software update: Critical (Campus: CLC)	Closed	Client Support	apalafox	dlambert
202913	**Police Request*** Move Bev Felt's computer to Dispatch office: Medium	Closed	Client Support	bfelt	kmezquita
202920	Multiple Computer Issues: Critical (Campus: OCN)	Closed	Client Support	ilujan	LWhite
202927	Adobe Acrobat / PDF editing and creating error: Medium (Campus: OCN)	Closed	Client Support	imunoz	gstone
202929	9/17/2021 : DEPARTING EMPLOYEE: Castano	Closed	Client Support	mdesouza	dlambert
202934	COVID-19 Equipment Request Approved - nkhan - Printer	Closed	Client Support	nkhan	mtvalente

202936	Computer is running slow: Critical (Campus: OCN)	Closed	Client Support	azamora	mtvalente
202937	COVID-19 Equipment Request Approved - dboone - Requesting remote laptop	Closed	Client Support	mmorales	LWhite
202938	Laptop configuration/ softphone: High (Campus: CLC)	Closed	Client Support	mdesouza	[NONE]
202939	Softphone registering	Closed	Client Support	mvivar	dewilliamson
202945	Obsolete Java version on 4050WLAP084050WLAP164050WLAP20	Closed	Client Support	EDonze	dewilliamson
202950	COVID-19 Equipment Request Approved - mvivar - Joanna Medina laptop to s	Closed	Client Support	j.medina	dewilliamson
202952	COVID-19 Equipment Request Approved - xkuang - Requesting a laptop for re	Closed	Client Support	xkuang	gstone
202954	Employee: Shaw (Desktop Computer)	Closed	Client Support	mgallardo	amacdonald
202960	COVID-19 Equipment Request Approved - new mdesouza - laptop for staff	Closed	Client Support	usixtoavendano	[NONE]
202963	Assigned Laptop MCC38758	Closed	Client Support	rmueller	dewilliamson
202966	COVID-19 Equipment Request Approved - mdesouza - laptop for staff	Closed	Client Support	usixtoavendano	LWhite
202967	Pronto App: Medium (Campus: OCN)	Closed	Client Support	RDean	gstone
202968	Need driver installed for Scan Snap: Low (Campus: OCN)	Closed	Client Support	ddoyle	LWhite
202971	LG Monitor Install	Closed	Client Support	amacdonald	gstone
202975	Printer Install for Honors	Closed	Client Support	amacdonald	gstone
202977	Cannot acces outlook: High (Campus: OFF SITE)	Closed	Client Support	mstruttmann	RPeregrino
202983	Outlook Calendar on Desktop Not Syced with Laptop: High (Campus:)	Closed	Client Support	j.gonzales	RPeregrino
202987	VPN Setup: High (Campus: OCN)	Closed	Client Support	kcoutts	RPeregrino
202992	Employee: Safotu (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
203007	Software Installation: Medium (Campus: OCN)	Closed	Client Support	xeggleton	gstone
203010	Encryption for PDF	Closed	Client Support	mromo	jringer
203018	cannot access Pronto on 2413MTEC02: Medium (Campus: OCN)	Closed	Client Support	alangager	gstone
203022	Set up VPN on VM: High (Campus: OFF SITE)	Closed	Client Support	kcoutts	mtvalente
203026	Set up all new equipment: Medium (Campus: OCN)	Closed	Client Support	mina.hernandez	hpennerman
203030	Desktop - Greg Depies T260-09	Closed	Client Support	j.gonzales	gstone
203031	COVID-19 Equipment Request Approved - help desk	Closed	Client Support	mpark	[NONE]
203032	6 LAPTOPS: Campus Aides to Dean of Instructional Services	Closed	Client Support	j.gonzales	gstone
203038	COVID-19 Equipment Request Approved - kcoutts - Need to bring desktop cor	Closed	Client Support	kcoutts	gstone
203039	no internet	Closed	Client Support	mtvalente	mtvalente
203041	COVID-19 Equipment Request Returned - smorales - MCC38192_ Install Remo	Closed	Client Support	smorales	[NONE]
203048	POLICE CHANGE- Wireless Mouse is not working: Medium (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
203057	Computer Tower in Aztlan not powering on: Medium (Campus: OCN)	Closed	Client Support	j.johnson	gstone
203064	Port C18 for Copier Needs to be Connected: Medium (Campus: OCN)	Closed	Client Support	j.gonzales	gstone
203067	Employee: Giraldo (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
203070	10/15/2021 : DEPARTING EMPLOYEE: Renteria	Closed	Client Support	vjohnson	amacdonald
203074	10/29/2021 : DEPARTING EMPLOYEE: Cruz	Closed	Client Support	mmeyerholtz	amacdonald
203081	10/18/2021 : DEPARTING EMPLOYEE: Ricardez	Closed	Client Support	mmeyerholtz	amacdonald
203084	10/18/2021 : DEPARTING EMPLOYEE: Joulapour	Closed	Client Support	mmeyerholtz	amacdonald
203087	10/18/2021 : DEPARTING EMPLOYEE: Owens	Closed	Client Support	mmeyerholtz	amacdonald
203091	10/18/2021 : DEPARTING EMPLOYEE: Salazar	Closed	Client Support	mmeyerholtz	gstone
203095	Lightroom will not activate on 4050WLAP20	Closed	Client Support	dtraykova	dewilliamson

203102	Microsoft Outlook Account Activation: Medium (Campus: OCN)	Closed	Client Support	sprovence	LWhite
203104	License Required for Microsoft Office - Laptops @ CLC: High (Campus: CLC)	Closed	Client Support	baguilar	dlambert
203105	Need to Connect Laptop to Printer & Copier in Bldg. T530: Medium (Campus: OCN)	Closed	Client Support	j.gonzales	mtvalente
203107	Second monitor display change: Low (Campus: OCN)	Closed	Client Support	kctaylor	LWhite
203109	Issue with MCC secure wifi and GEARUP iPad	Closed	Client Support	julie.johnson	gstone
203112	Student Health Services: Critical (Campus: OCN)	Closed	Client Support	jrussell	mtvalente
203119	Not connecting to S: drive	Closed	Client Support	sdeineh	LWhite
203121	Issue with laptop touchpad -- not responding	Closed	Client Support	marroyo	gstone
203123	Software License New Hire: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	mtvalente
203125	Employee: DePies (Desktop Computer)	Closed	Client Support	j.gonzales	amacdonald
203133	Connection to applications after password update	Closed	Client Support	rgarcia	RPeregrino
203135	Can't access Shared drive	Closed	Client Support	lcargile	gstone
203152	Printer & Copier Access: Low (Campus: OCN)	Closed	Client Support	ellesmith	RPeregrino
203154	Adobe PDF Not Working : High (Campus: OCN)	Closed	Client Support	rguzman	gstone
203155	GlobalProtect Issue: Low (Campus:)	Closed	Client Support	ktaylor	RPeregrino
203156	Computer is running extremely slow: Low (Campus: OCN)	Closed	Client Support	cenyard	mtvalente
203161	Second monitor for A. Perkins: Medium (Campus: OCN)	Closed	Client Support	abarragan	kmezquita
203162	10/19/2021 : DEPARTING EMPLOYEE: Mota Swahili El	Closed	Client Support	cchavira	amacdonald
203166	Adobe: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	RPeregrino
203167	Laptop Running Slow: Medium (Campus: OCN)	Closed	Client Support	MHaynie	gstone
203168	Adobe creative cloud access: Medium (Campus:)	Closed	Client Support	tnoble	LWhite
203172	COVID-19 Equipment Request Returned - rtommy - Lapton Request	Closed	Client Support	rtommy	mtvalente
203173	8/1/2021 : DEPARTING EMPLOYEE: Manson	Closed	Client Support	ckinnon	amacdonald
203178	8/1/2021 : DEPARTING EMPLOYEE: Puccinelli	Closed	Client Support	ckinnon	amacdonald
203183	Dymo Labelwriter: Medium (Campus: TCI)	Closed	Client Support	zgemus	gstone
203190	COVID-19 Equipment Request Returned - eviveros - Laptop	Closed	Client Support	eviveros	mtvalente
203196	Restarting several times, still unable to connect to apps	Closed	Client Support	pfgonzalez	RPeregrino
203197	Excel Solver Issue (Fixed by Jill!): Low (Campus: OCN)	Closed	Client Support	kbebout	jringer
203199	Camera Software: Low (Campus: OCN)	Closed	Client Support	pghaemi	LWhite
203200	ceverts macbookpro shared	Closed	Client Support	mtvalente	mtvalente
203203	gbehrouzian monitor pick up	Closed	Client Support	mtvalente	mtvalente
203214	ASM & JAMF cert update	Closed	Client Support	mtvalente	mtvalente
203215	azatlan B wtec not working	Closed	Client Support	mtvalente	mtvalente
203217	Add Printer to Account: Medium (Campus:)	Closed	Client Support	cwelsh	gstone
203225	Audio Issues: High (Campus: OFF SITE)	Closed	Client Support	cwelsh	RPeregrino
203226	Access to Printer: Medium (Campus: OCN)	Closed	Client Support	bastorga	LWhite
203229	Computer going to sleep during Zoom meetings: Medium (Campus: OCN)	Closed	Client Support	mohnstad	RPeregrino
203237	10/21/2021 : DEPARTING EMPLOYEE: Dykes	Closed	Client Support	JWashabaugh	amacdonald
203242	2413 high flex mac mini issue	Closed	Client Support	mtvalente	mtvalente
203246	CHIEF'S COMPUTER SPEAKER: Critical (Campus: OCN)	Closed	Client Support	macastillo	LWhite
203249	Printer Assistance: Medium (Campus: OCN)	Closed	Client Support	ebissell	LWhite

203254	Can't launch Adobe Acrobat: High (Campus: OCN)	Closed	Client Support	dmassey	RPeregrino
203257	Access to Acrobat Pro: Medium (Campus: OFF SITE)	Closed	Client Support	mstruttmann	RPeregrino
203258	Fix Computers in Computer lab: High (Campus: OCN)	Closed	Client Support	mstruttmann	mtvalente
203265	Uninstall Microsoft Office 2016: Low (Campus: OCN)	Closed	Client Support	scervantes	RPeregrino
203273	Instal printers: High (Campus: OCN)	Closed	Client Support	pmorgado	mtvalente
203279	Employee: Perez (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
203291	iPad Apple Password Dilemna: Critical (Campus: OCN)	Closed	Client Support	julie.johnson	RPeregrino
203293	Employee: Ogirala (Desktop Computer)	Closed	Client Support	j.gonzales	amacdonald
203304	11/5/2021 : DEPARTING EMPLOYEE: Woolley	Closed	Client Support	LSchneider	amacdonald
203308	Laptop Encryption	Closed	Client Support	cbrown	[NONE]
203311	unable to open shared mailbox - commed email not working on my outlook	Closed	Client Support	sgaitan	LWhite
203313	Zoom App not connecting: High (Campus: OFF SITE)	Closed	Client Support	pperry	jringer
203319	Share drive access: Medium (Campus: OCN)	Closed	Client Support	rdicker	RPeregrino
203324	Access to one drive: Medium (Campus: OCN)	Closed	Client Support	modom	RPeregrino
203334	Recovery Mode: Low (Campus: OCN)	Closed	Client Support	dmarks	kmezquita
203341	COVID-19 Equipment Request Approved - afleming - Laptop Staff Computer n	Closed	Client Support	labondanza	dewilliamson
203353	Issue with scanner in College Police	Closed	Client Support	sprovence	gstone
203357	Computers moving location	Closed	Client Support	sfallstrom	dewilliamson
203369	Unable to access sharedrive	Closed	Client Support	mfore	RPeregrino
203376	access to Microsoft Office (outlook and word in particular) : Medium (Campus: OCN)	Closed	Client Support	j.johnson	RPeregrino
203382	Need to be able to fully use Adobe: Medium (Campus: OCN)	Closed	Client Support	rkennedy	kmezquita
203385	Employee: Zafra Lopez (Desktop Computer)	Closed	Client Support	kctaylor	amacdonald
203388	Computers moving location: Low (Campus: OCN)	Closed	Client Support	sfallstrom	dewilliamson
203391	CLOSED SERVICE REQUEST #202859 Juan Juarez Adobe Acrobat Error 1 Messa	Closed	Client Support	nescobedo	LWhite
203398	***Police request*** scanner not working: Medium (Campus: OCN)	Closed	Client Support	bfelt	gstone
203402	Dispatch Scan Snap: Critical (Campus: OCN)	Closed	Client Support	sprovence	gstone
203416	unable to access sharedrive: High (Campus: OFF SITE)	Closed	Client Support	mfore	RPeregrino
203419	Software Installation: High (Campus: OCN)	Closed	Client Support	aholmes	mtvalente
203420	Qless iPads - 25	Closed	Client Support	mtvalente	mtvalente
203435	Employee: Yinger (Desktop Computer)	Closed	Client Support	wfullwood	amacdonald
203442	Zoom "Trim" Option	Closed	Client Support	jjulius	RPeregrino
203448	Update Mac OS & CC Apps: Medium (Campus: OCN)	Closed	Client Support	gwaite	gstone
203449	Install camera for ID Card machine: Low (Campus: CLC)	Closed	Client Support	macero	dlambert
203452	COVID Laptop Swap	Closed	Client Support	elagular	hpennerman
203454	Soft phone not connecting: Low (Campus: OFF SITE)	Closed	Client Support	Ghernandez	LWhite
203458	Open Port for IVS BEAM camera : Medium (Campus: OCN)	Closed	Client Support	jfritts	kmezquita
203460	Reinstalling AT Software on Lab Computers: Medium (Campus: OCN)	Closed	Client Support	hcohngeltner	gstone
203469	COVID-19 Equipment Request Returned - mmeyerholtz - MCC Laptop for new	Closed	Client Support	mmeyerholtz	amacdonald
203470	Adobe and Z drive file drop: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	LWhite
203471	PC for Rand Lowe @CLC: High (Campus: CLC)	Closed	Client Support	wfullwood	dlambert
203473	Update Softwares - JUMP pro, Camtasia, Snagit: High (Campus: CLC)	Closed	Client Support	mdahle	dlambert

203474	"Mindspark Interactive Network, Inc." potential adware MCCDQ3LB02 and M	Closed	Client Support	EDonze	dewilliamson
203478	4901WTEC Camtasia and ELMO P10 Software and driver install: Medium (Ca	Closed	Client Support	tmessmer	mtvalente
203479	Wendell Mac Laptop	Closed	Client Support	wfullwood	mtvalente
203482	Printer not working in Terrence's office: High (Campus: OCN)	Closed	Client Support	j.johnson	kmezquita
203487	Slow Comupter..also sound issue: Low (Campus: OCN)	Closed	Client Support	rlowe	kmezquita
203496	Adobe Expired?: Medium (Campus: OFF SITE)	Closed	Client Support	cbrown	RPeregrino
203499	Update Camtasia on WC Computer: Low (Campus: CLC)	Closed	Client Support	spultz	dlambert
203507	Microsoft 365: Critical (Campus: CLC)	Closed	Client Support	usixtoavendano	dlambert
203508	Needs Outlook; licensing access issue?	Closed	Client Support	gzeevi	RPeregrino
203509	Assistance connecting laptop to TCI secure wifi	Closed	Client Support	achapman	gstone
203515	Cortex XDR	Closed	Client Support	EDonze	LWhite
203517	Desktop AIO Stand for 7470 aio	Closed	Client Support	kborger	mtvalente
203518	Student having camera issues in Zoom class - library loaned laptop: Critical (C	Closed	Client Support	mohnstad	gstone
203526	Computer Update: Low (Campus: OCN)	Closed	Client Support	thelmstreit	kmezquita
203527	workstation update: Low (Campus: OCN)	Closed	Client Support	thelmstreit	kmezquita
203529	Plugin support for Mac: Medium (Campus: OCN)	Closed	Client Support	akarvounis	gstone
203542	Follow Up from Monday Conversation	Closed	Client Support	hcohngeltner	dewilliamson
203546	10/28/2021 : DEPARTING EMPLOYEE: Sanchez	Closed	Client Support	mmeyerholtz	amacdonald
203554	Need Chrome extensions	Closed	Client Support	gzeevi	RPeregrino
203556	Printer Install	Closed	Client Support	mgallardo	dewilliamson
203557	COVID-19 Equipment Request Approved - dsiegel - Mac Laptop computer for	Closed	Client Support	dsiegel	hpennerman
203562	10/28/2021 : DEPARTING EMPLOYEE: Gutierrez	Closed	Client Support	apaopao	amacdonald
203566	10/28/2021 : DEPARTING EMPLOYEE: Smith	Closed	Client Support	apaopao	amacdonald
203571	10/28/2021 : DEPARTING EMPLOYEE: Habusha	Closed	Client Support	apaopao	amacdonald
203578	10/28/2021 : DEPARTING EMPLOYEE: Millan	Closed	Client Support	apaopao	amacdonald
203583	Microsoft Desktop Apps: High (Campus: OCN)	Closed	Client Support	gbeas	RPeregrino
203590	Laptop Says It Needs to Be Repaired: Critical (Campus: OCN)	Closed	Client Support	j.gonzales	hpennerman
203592	Startup Menu no bootable devices found	Closed	Client Support	epohlert	kmezquita
203597	Employee: Hicks (Desktop Computer)	Closed	Client Support	stirona	amacdonald
203601	COVID-19 Equipment Request Approved - tvaught - Laptop for home use	Closed	Client Support	tvaught	LWhite
203602	Renstate Cafe Office Computer & Cafe Orders Email: Low (Campus: OCN)	Closed	Client Support	lposs	LWhite
203627	fix internet in emilios office	Closed	Client Support	mtvalente	mtvalente
203629	Cannot get access to Outlook: High (Campus: OFF SITE)	Closed	Client Support	mstruttmann	jringer
203632	Computer Movement: Medium (Campus: CLC)	Closed	Client Support	j.sneary	dlambert
203635	Printer won't print on both sides: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	gstone
203636	Monitor Flashing: Critical (Campus: OFF SITE)	Closed	Client Support	pababbitt	mtvalente
203642	Employee: Mora (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
203643	EdConnect Path Fail When Opening- Federal Aid Platform: Critical (Campus: C	Closed	Client Support	tpuccio	dewilliamson
203644	Phone is Not Working: Medium (Campus: Online)	Closed	Client Support	tpuccio	jringer
203645	SARS Install on off campus computers: Medium (Campus:)	Closed	Client Support	apaopao	gstone
203650	ScanSnap updates	Closed	Client Support	gstone	gstone

203652	MCC38008 update agent: Low (Campus: OCN)	Closed	Client Support	apaopao	LWhite
203653	Unable to use Adobe Programs: High (Campus: OFF SITE)	Closed	Client Support	ebautista	jringer
203663	Need latest Zoom update (not available through Self Service): High (Campus:)	Closed	Client Support	abeltran-aguilar	RPeregrino
203671	OneDrive Excel Worksheets Error Message Unable to Open: High (Campus: C	Closed	Client Support	nescobedo	LWhite
203672	21002439 SAS (DSPS)	Closed	Client Support	amacdonald	kmezquita
203673	Inquiry RE: Live Chat Software: Low (Campus: OCN)	Closed	Client Support	sharrington	jringer
203677	Welligent: High (Campus:)	Closed	Client Support	kalbrecht	[NONE]
203678	Employee: Alhalbai (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
203683	Move ScanSnap: Medium (Campus: CLC)	Closed	Client Support	mdesouza	hpennerman
203692	Spotty connection to campus: High (Campus: OFF SITE)	Closed	Client Support	mmccaffery	LWhite
203694	PO 21002100 laptops	Closed	Client Support	amacdonald	gstone
203695	elurenana old macbook works?	Closed	Client Support	mtvalente	mtvalente
203699	Unable to access shared drive: Critical (Campus: OFF SITE)	Closed	Client Support	martiniquegregory	dewilliamson
203701	Upgrade Mac OS in Classrooms: High (Campus: OCN)	Closed	Client Support	lgreenwald	mtvalente
203702	Upgrade Mac OS in Classrooms: Medium (Campus: OCN)	Closed	Client Support	lgreenwald	mtvalente
203703	Update Mac OS : High (Campus: OCN)	Closed	Client Support	lgreenwald	mtvalente
203704	COVID-19 Equipment Request Approved - tshaw - Requesting Laptop for rem	Closed	Client Support	tshaw	LWhite
203710	Computer malfunction: Critical (Campus: OCN)	Closed	Client Support	epohlert	kmezquita
203711	Outlook not working : Critical (Campus:)	Closed	Client Support	hhajiha	RPeregrino
203717	Activate Microsoft and Outlook: Critical (Campus: OCN)	Closed	Client Support	kgranza	RPeregrino
203718	Mike Dear - QLESS iPads	Closed	Client Support	mtvalente	mtvalente
203719	Diana Soto - QLESS 33 iPads	Closed	Client Support	mtvalente	mtvalente
203720	Nick Mortaloni (Maria Huerta) - QLESS 34 iPads	Closed	Client Support	mtvalente	mtvalente
203721	Tim Alves - QLESS 37 iPads	Closed	Client Support	mtvalente	mtvalente
203722	Pat Conahan - QLESS 99 iPad	Closed	Client Support	mtvalente	mtvalente
203723	Ingrid Phillips - QLESS 99 iPad	Closed	Client Support	mtvalente	mtvalente
203724	Need Access to Outlook Inbox: Medium (Campus: TCI)	Closed	Client Support	croot	RPeregrino
203725	OneDrive Folder unavailable: High (Campus:)	Closed	Client Support	sncarpenter	LWhite
203726	Kristina Lundy QLESS iPads SJ&E	Closed	Client Support	mtvalente	mtvalente
203727	Terrence Shaw QLESS iPads SL&L	Closed	Client Support	mtvalente	mtvalente
203728	Mia Scavone QLESS iPad	Closed	Client Support	mtvalente	mtvalente
203736	Sound issue: High (Campus: OCN)	Closed	Client Support	gosman	dewilliamson
203740	Service Request: 203624	Closed	Client Support	raustinrivera	jringer
203742	Laptop Needs Drivers for Speakers: Low (Campus: OCN)	Closed	Client Support	mohnstad	hpennerman
203744	Vicente Hernandez macbook pro	Closed	Client Support	mtvalente	mtvalente
203745	Cesar Yanez macbook pro	Closed	Client Support	mtvalente	mtvalente
203753	Jonathan's Computer Slow and Loosing Internet Connection : Critical (Campu	Closed	Client Support	tsharp	mtvalente
203771	11/5/2021 : DEPARTING EMPLOYEE: Woolley	Closed	Client Support	ajohnson	amacdonald
203775	Computer Mouse: High (Campus: OCN)	Closed	Client Support	cenyard	jringer
203779	Computer Trouble: High (Campus: OCN)	Closed	Client Support	jfritts	hpennerman
203780	PC for Board Room	Closed	Client Support	amacdonald	kmezquita

203782	Nadia Khan: Administrator Troubleshooting Req for Camtasia	Closed	Client Support	6850vm	jringer
203789	COVID-19 Equipment Request Returned - mkeys - webcam (compatible with c	Closed	Client Support	mkeys	[NONE]
203793	Printer is not printing properly: High (Campus: OCN)	Closed	Client Support	azamora	kmezquita
203794	Zoom recordings: Critical (Campus: SAN)	Closed	Client Support	ddetwiler	RPeregrino
203796	Desktop move/ new equipment	Closed	Client Support	kborgner	dewilliamson
203797	Mac Replacement in 4532	Closed	Client Support	cboehm	dewilliamson
203798	Printer Access on MAC laptop: Medium (Campus: CLC)	Closed	Client Support	eviveros	dlambert
203805	Employee: Aragon (Desktop Computer)	Closed	Client Support	baguilar	amacdonald
203810	login to ID CARD system	Closed	Client Support	somartinez	dlambert
203813	SEC ipads for QLESS	Closed	Client Support	mtvalente	mtvalente
203814	Unable to log into Portal for Workday / Computer booted up slow: Critical (C	Closed	Client Support	estephenshr	jringer
203815	COVID-19 Equipment Request Returned - klondy - Staff desktop computer- m	Closed	Client Support	klondy	[NONE]
203816	COVID-19 Equipment Request Returned - jbanks - Equipment Checkout for Cir	Closed	Client Support	carce	dewilliamson
203819	Math ipads Q5	Closed	Client Support	sfallstrom	mtvalente
203821	Cortex XDR: High (Campus:)	Closed	Client Support	abeltran-aguilar	mtvalente
203828	Employee: Arce (Desktop Computer)	Closed	Client Support	jbanks	amacdonald
203847	printer tweak needed: Medium (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
203850	Trusted Platform Module Error: Medium (Campus: CLC)	Closed	Client Support	cbezzant	LWhite
203856	Adjust time in laptop from school	Closed	Client Support	mstrong	LWhite
203859	soft phone: High (Campus:)	Closed	Client Support	mfarnam	RPeregrino
203860	COVID-19 Equipment Request Returned - ekiyochi - Using the iMac assigned t	Closed	Client Support	ekiyochi	mtvalente
203862	Printer not working : High (Campus: OCN)	Closed	Client Support	jfritts	mtvalente
203866	Attach Desktop and 2nd Monitor to Arms & Reconnect Scan Snap to Desktop:	Closed	Client Support	j.gonzales	gstone
203867	COVID-19 Equipment Request Approved - afleming - Employee Laptop Reque	Closed	Client Support	cbazan	LWhite
203870	qless clc ipads	Closed	Client Support	mtvalente	mtvalente
203872	Latitude 7320 Detachable (new) PO 21002757	Closed	Client Support	mturner	kmezquita
203877	Student Use Computers : Low (Campus: CLC)	Closed	Client Support	cbezzant	dlambert
203879	Sit/Stand for Desktop: High (Campus: OCN)	Closed	Client Support	dboone	gstone
203880	iPad (new) PO 21002744	Closed	Client Support	amacdonald	gstone
203886	OneDrive File Access: Critical (Campus:)	Closed	Client Support	PBennett	gstone
203888	Computer set-up: Medium (Campus: CLC)	Closed	Client Support	DLedet	dlambert
203891	Issue with Outlook client on MAC	Closed	Client Support	jjulius	kmezquita
203899	printer access: High (Campus: OCN)	Closed	Client Support	mfore	mtvalente
203900	Adobe Bridge 2022: High (Campus: OCN)	Closed	Client Support	gwaite	hpennerman
203901	Issues with Firefox and Outlook	Closed	Client Support	mstrong	LWhite
203902	Laptop won't connect to Zoom	Closed	Client Support	aboles	RPeregrino
203903	Googe Error Message: Critical (Campus: OCN)	Closed	Client Support	tmessmer	RPeregrino
203904	21002707 5 iPads for music faculty	Closed	Client Support	amacdonald	mtvalente
203905	Please install CAD fiel viewer on comp. MCC4NR2H03: Medium (Campus: OC	Closed	Client Support	mturner	gstone
203907	Teams and Windows Defender Firewall Message: High (Campus: OCN)	Closed	Client Support	j.gonzales	LWhite
203910	Printer: Critical (Campus: OCN)	Closed	Client Support	ssafotu	kmezquita

203915	Bluetooth Not Linking: Critical (Campus: OCN)	Closed	Client Support	adandersen	mtvalente
203916	Unable to Log into Computer: Critical (Campus: OCN)	Closed	Client Support	tsisario	kmezquita
203918	Issue with Zoom, requesting screenshare	Closed	Client Support	lcardenas	RPeregrino
203919	Latitude 5420 (new) PO 21002726	Closed	Client Support	amacdonald	gstone
203920	Latitude 5420 (new) PO 21002726	Closed	Client Support	amacdonald	gstone
203921	Outlook and Camtasia not working: Low (Campus: Online)	Closed	Client Support	kvilchez	LWhite
203922	Monitor Arm Install: Low (Campus: OCN)	Closed	Client Support	MHaynie	hpennerman
203923	Latitude 5421 (new) PO 21002521	Closed	Client Support	amacdonald	kmezquita
203924	Latitude 3410 Shared laptops	Closed	Client Support	amacdonald	LWhite
203927	COVID-19 Equipment Request Approved - vdibenedetto - Laptop	Closed	Client Support	pfgonzalez	mtvalente
203933	Issue with Adobe: Medium (Campus: OCN)	Closed	Client Support	CSneary	LWhite
203934	Scanner: Critical (Campus: OCN)	Closed	Client Support	ssafotu	kmezquita
203935	problems with network drive: Medium (Campus: OFF SITE)	Closed	Client Support	hwillis	RPeregrino
203937	Shared Drive Access: Medium (Campus: CLC)	Closed	Client Support	cbezzant	dlambert
203945	Need driver: Medium (Campus: TCI)	Closed	Client Support	jrsiron	gstone
203951	Installation of LabArchive software	Closed	Client Support	mpark	dewilliamson
203952	Computer Support: High (Campus: OCN)	Closed	Client Support	kpeck	kmezquita
203959	Employee: Hiesener (Desktop Computer)	Closed	Client Support	kctaylor	amacdonald
203965	Assistance requested re: new iPad setup for MCC email	Closed	Client Support	tmacias	mtvalente
203966	Office 365: view only, doesn't allow editing	Closed	Client Support	gmendoza	gstone
203982	Log onto school computer: Medium (Campus: CLC)	Closed	Client Support	swezniak	dlambert
203985	Fix jammed laser printer: High (Campus: OCN)	Closed	Client Support	cboehm	mtvalente
204012	Desktop and laptop issues in T270: High (Campus: OCN)	Closed	Client Support	jkoschwanez	dewilliamson
204013	No bootable device found	Closed	Client Support	jrussell	gstone
204014	Potential Virus or Malware: High (Campus: TCI)	Closed	Client Support	jedwards	gstone
204017	Scansnap Install PO 21003095	Closed	Client Support	amacdonald	dewilliamson
204019	Acrobat editor expired	Closed	Client Support	tgibson	LWhite
204020	Computer updates: Medium (Campus: OCN)	Closed	Client Support	llara	mtvalente
204023	Trouble connecting: Critical (Campus:)	Closed	Client Support	anydegger	gstone
204024	Monitor not working: High (Campus: OCN)	Closed	Client Support	MHaynie	kmezquita
204025	Computer not accepting logins: High (Campus: OCN)	Closed	Client Support	adandersen	hpennerman
204028	Need wifi connection on BIO equipment: Critical (Campus: OCN)	Closed	Client Support	tnoble	gstone
204030	Issue with password on laptop	Closed	Client Support	mfore	LWhite
204038	Can't access the One Drive	Closed	Client Support	lpittman	RPeregrino
204044	Computer Issues: Critical (Campus: OCN)	Closed	Client Support	idikau	hpennerman
204046	Printer Issue.: Medium (Campus: OCN)	Closed	Client Support	aleonguerrero	gstone
204048	software updates and printer connection: Medium (Campus: OCN)	Closed	Client Support	csingleton	hpennerman
204052	Issue with printer	Closed	Client Support	JohnPermetti	hpennerman
204053	Microsoft Office Access Denied : Critical (Campus: OCN)	Closed	Client Support	nwilliams	LWhite
204057	Computer turns off : High (Campus: CLC)	Closed	Client Support	apalafox	dlambert
204062	Add Pearson Vue Software: High (Campus: CLC)	Closed	Client Support	apalafox	dlambert

204065	Pull Desktop	Closed	Client Support	amacdonald	dlambert
204072	Adobe: Low (Campus: OFF SITE)	Closed	Client Support	lcollins	LWhite
204078	Adobe InDesign: Medium (Campus: OCN)	Closed	Client Support	gdepies	RPeregrino
204080	GotoMeeting Install: Medium (Campus: OCN)	Closed	Client Support	DDavis	LWhite
204082	Study Room 1281 Computer/HDMI not connection: High (Campus: OCN)	Closed	Client Support	mohnstad	hpennerman
204099	no share drive access: High (Campus: OFF SITE)	Closed	Client Support	mfore	RPeregrino
204103	PO 21003101 2 iPads	Closed	Client Support	amacdonald	gstone
204104	PO 21003122 (new) iPads	Closed	Client Support	amacdonald	gstone
204108	Scanner Not Connecting: High (Campus: OCN)	Closed	Client Support	manderson	LWhite
204109	USB Help: Critical (Campus: OCN)	Closed	Client Support	j.sneary	gstone
204112	PO 21003097 (new)	Closed	Client Support	amacdonald	mtvalente
204113	BIO4522 Laptop Boot Looping: Medium (Campus: OCN)	Closed	Client Support	tmessmer	hpennerman
204115	Need software installed today: Critical (Campus: OCN)	Closed	Client Support	tnoble	kmezquita
204117	CLOSED SERVICE REQUEST #203742 Laptop Needs Drivers for Speakers: Low	Closed	Client Support	mohnstad	hpennerman
204120	2 laptops need updates: High (Campus: OCN)	Closed	Client Support	mfore	LWhite
204121	11/19/2021 : DEPARTING EMPLOYEE: Robert	Closed	Client Support	cwelsh	amacdonald
204137	E-mail View: Low (Campus: OCN)	Closed	Client Support	raustinrivera	hpennerman
204138	Issue with Global Protect	Closed	Client Support	kpeck	hpennerman
204155	Bluetooth is off, need device added	Closed	Client Support	amacdonald	kmezquita
204156	TEST FOR ROSE: Medium (Campus: OCN)	Closed	Client Support	rmagyar	kmezquita
204158	Need Assistance Setting Up New Camera For ID Photos: Low (Campus: OCN)	Closed	Client Support	ebissell	gstone
204159	Scanner: Low (Campus: CLC)	Closed	Client Support	eviveros	dlambert
204160	GlobalProtect : High (Campus: Online)	Closed	Client Support	mdahle	mtvalente
204172	PO21002448 - 45 ipads total 30 pencils (15/geo & 30/anthropology)	Closed	Client Support	mtvalente	mtvalente
204173	11/19/2021 : DEPARTING EMPLOYEE: Gregory	Closed	Client Support	ssourivanh	amacdonald
204177	Printer Help: Critical (Campus: OCN)	Closed	Client Support	abarragan	LWhite
204180	Not able to print: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
204182	MCCLab1200WL62	Closed	Client Support	mohnstad	LWhite
204183	1200LIBWLAP28	Closed	Client Support	mohnstad	LWhite
204184	1200LIBWLAP18	Closed	Client Support	mohnstad	LWhite
204185	1200LRCHKWLAP25	Closed	Client Support	mohnstad	LWhite
204186	1200LAB1200WL124	Closed	Client Support	mohnstad	hpennerman
204187	1200LRCHKWLAP07	Closed	Client Support	mohnstad	gstone
204188	Employee: DePies (Desktop Computer)	Closed	Client Support	j.gonzales	amacdonald
204192	1200LRCHKWLAP27	Closed	Client Support	mohnstad	gstone
204194	Updating Mac: High (Campus: OCN)	Closed	Client Support	ekiyochi	mtvalente
204195	Withdrawal of earlier request to reset logjj in n info: High (Campus: OCN)	Closed	Client Support	ekiyochi	jringer
204216	Computer displaying again: "no bootable devices found"	Closed	Client Support	jrussell	gstone
204218	lab computer imaged for staff use: High (Campus: OCN)	Closed	Client Support	bnewman	LWhite
204221	12/3/2021 : DEPARTING EMPLOYEE: Mendoza	Closed	Client Support	ltisdale	amacdonald
204225	Windows Password	Closed	Client Support	evbrown	dewilliamson

204227	Printer Access for Student Worker: High (Campus: OCN)	Closed	Client Support	adandersen	mtvalente
204230	MS Teams	Closed	Client Support	vlevy	LWhite
204240	Laptop set up Q2	Closed	Client Support	krrodriguez	LWhite
204256	laptop has been showing black screen not working right: Critical (Campus: OCN)	Closed	Client Support	mcoull	LWhite
204257	Cannot get into Lap top: Critical (Campus: OCN)	Closed	Client Support	raustinrivera	RPeregrino
204258	Issue with Sunny's computer	Closed	Client Support	jkoschwanez	dewilliamson
204264	Unable to access zoom on computer.: High (Campus:)	Closed	Client Support	czafralopez	RPeregrino
204265	Update Zoom: Low (Campus: OCN)	Closed	Client Support	DDavis	LWhite
204271	Desktop configuration and updates: Medium (Campus: OCN)	Closed	Client Support	aaskerneese	gstone
204278	eva viveros connect printer 3304P1	Closed	Client Support	mtvalente	mtvalente
204279	Igreenwald update to catalina and update adobe	Closed	Client Support	mtvalente	mtvalente
204285	Employee: Hill (Desktop Computer)	Closed	Client Support	baguilar	amacdonald
204292	Computer in Dance Studio is locked and unable to be used: Critical (Campus: OCN)	Closed	Client Support	adandersen	gstone
204294	Continuing saga: Printer issues	Closed	Client Support	JohnPermetti	hpennerman
204304	College Police Computer: Critical (Campus: OCN)	Closed	Client Support	ccarrizosa	mtvalente
204305	PC Crashing: High (Campus: OCN)	Closed	Client Support	wfullwood	hpennerman
204306	Confirm & Cortex	Closed	Client Support	EDonze	mtvalente
204307	install Pasco Capstone on astro laptop: Medium (Campus: OCN)	Closed	Client Support	lhernandez	hpennerman
204310	Computer mouse not working: High (Campus: OCN)	Closed	Client Support	dtraykova	mtvalente
204322	Laptop shuts down when not plugged in: High (Campus: OFF SITE)	Closed	Client Support	dingato	mtvalente
204333	Laptop shutting down unexpectedly : Critical (Campus: OFF SITE)	Closed	Client Support	dingato	mtvalente
204338	SW for PDF	Closed	Client Support	kwhite	gstone
204339	Setup Delegate for Email in Outlook (to send emails on behalf of...): Critical (Campus: OCN)	Closed	Client Support	kbebout	LWhite
204341	Error messages on iPhone	Closed	Client Support	tmacias	RPeregrino
204345	can't open URL links: High (Campus: OCN)	Closed	Client Support	pesbensen	hpennerman
204346	Global Protect: Portal Address	Closed	Client Support	tmacias	RPeregrino
204348	Notebook computer repair: High (Campus: OCN)	Closed	Client Support	gdepies	kmezquita
204358	CLC300 connectivity?	Closed	Client Support	gocruz	dlambert
204360	Employee: Willis (Desktop Computer)	Closed	Client Support	j.gonzales	amacdonald
204364	Set-up Susan Corley's computer/monitor/scanner: Medium (Campus: SAN)	Closed	Client Support	scorley	RPeregrino
204369	Employee: Partlow (Desktop Computer)	Closed	Client Support	j.gonzales	amacdonald
204375	Issue connecting to Secure wifi	Closed	Client Support	jhigginbotham	dewilliamson
204388	Can't connect to mcc secure wifi on desktop: High (Campus:)	Closed	Client Support	j.gonzales	dewilliamson
204396	Broken Computer: Medium (Campus: OCN)	Closed	Client Support	mfore	[NONE]
204404	Employee: Cummins (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
204405	no internet access on my computer in 4518 OC: Low (Campus: OCN)	Closed	Client Support	JThomford	dewilliamson
204412	Outlook search broken: Critical (Campus:)	Closed	Client Support	kmarquardt	dewilliamson
204456	admiistrators rights: Critical (Campus: OCN)	Closed	Client Support	tmacias	[NONE]
204457	Extending the use of TI84 simulator: Critical (Campus: OFF SITE)	Closed	Client Support	Inakamura	AAfzali
204463	evalsupport email address stopped loading emails: High (Campus: OFF SITE)	Closed	Client Support	svasquez	RPeregrino
204470	Viewing Document: Medium (Campus:)	Closed	Client Support	LFranco	dlambert

204475	camera access for 2272 & 2273 instructor stations	Closed	Client Support	mtvalente	mtvalente
204476	Computer not connecting: High (Campus: OCN)	Closed	Client Support	mfore	gstone
204484	Extreme Lag: Critical (Campus: OCN)	Closed	Client Support	kgranza	mtvalente
204485	Extreme Lag: Critical (Campus: OCN)	Closed	Client Support	kgranza	mtvalente
204486	Unable to log in: Critical (Campus: OCN)	Closed	Client Support	kgranza	gstone
204487	Unable to log in: Critical (Campus: OCN)	Closed	Client Support	kgranza	gstone
204489	cross check police pc audit list for KB	Closed	Client Support	mtvalente	mtvalente
204491	install splunk forwarder on police pc	Closed	Client Support	mtvalente	mtvalente
204496	Add permissions and software to SAN 100 Server room desktop computer	Closed	Client Support	tgibson	RPeregrino
204501	Cannot access Microsoft Teams: Critical (Campus:)	Closed	Client Support	jperez	LWhite
204508	Laptop MCC37581 - Not Working: Medium (Campus: OCN)	Closed	Client Support	krodriguez	LWhite
204510	Assistance with Zoom log in: High (Campus:)	Closed	Client Support	kanthis	RPeregrino
204511	POLICE CHANGE-ARJIS Computer: Critical (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
204515	Need to update VMware desktop client and Snagit, but cannot install updates	Closed	Client Support	jleon	LWhite
204516	fix auto log in on lab mac - IIP	Closed	Client Support	mtvalente	mtvalente
204519	COVID-19 Equipment Request Approved - Ibollerud - Laptop needed for remo	Closed	Client Support	Ibollerud	[NONE]
204520	S drive connection: High (Campus: OFF SITE)	Closed	Client Support	ebrown	LWhite
204523	Outlook 365 Time Zone Off and Access to Help Desk Through MCC Portal: Hig	Closed	Client Support	rogonzalez	dlambert
204525	Printer not printing	Closed	Client Support	dbennett	gstone
204527	mfarnam desktop swap for offsite	Closed	Client Support	mtvalente	mtvalente
204535	1/21/2022 : DEPARTING EMPLOYEE: Lisherness	Closed	Client Support	LSchneider	amacdonald
204543	COVID-19 Equipment Request Approved - mfarnam - need use of laptop at ho	Closed	Client Support	mfarnam	[NONE]
204584	Monitor Install PO 21003119	Closed	Client Support	smathis	gstone
204585	Monitor Install PO 21003119	Closed	Client Support	DDavis	gstone
204586	computer: High (Campus: OCN)	Closed	Client Support	epohlert	kmezquita
204587	Laptop with Dragon software	Closed	Client Support	amacdonald	mtvalente
204591	COVID-19 Equipment Request Approved - apeters - Laptop for home use	Closed	Client Support	apeters	[NONE]
204595	Remote Access to sharedrive_CLC(U:): High (Campus:)	Closed	Client Support	aaragon	RPeregrino
204599	authorization needed on computer: High (Campus: OFF SITE)	Closed	Client Support	Inakamura	RPeregrino
204616	12/31/2021 : DEPARTING EMPLOYEE: Garcia	Closed	Client Support	MHaynie	amacdonald
204618	New Apple computer; need assistance connecting to MCC email	Closed	Client Support	SRamirez	RPeregrino
204620	No Internet connection	Closed	Client Support	dperalta	dewilliamson
204623	Computer Updates: Low (Campus: TCI)	Closed	Client Support	pfernandez	gstone
204624	Cannot sign into computer, domain is not available	Closed	Client Support	mmorales	mtvalente
204631	12/13/2021 : DEPARTING EMPLOYEE: Williams	Closed	Client Support	dboone	amacdonald
204640	1200LIBWLAP78	Closed	Client Support	mohnstad	LWhite
204641	1200LRCHKWLAP57	Closed	Client Support	mohnstad	LWhite
204642	1200LRCHKWLAP80	Closed	Client Support	amacdonald	LWhite
204644	1200LRCHKWLAP71	Closed	Client Support	mohnstad	LWhite
204645	1200LRCHKWLAP41	Closed	Client Support	mohnstad	LWhite
204649	ScanSnap Connection Issue: Low (Campus: OCN)	Closed	Client Support	Itemplin	dewilliamson

204652	Problem with my passwords and printing!	Closed	Client Support	zperovic	RPeregrino
204654	Received cranium right after 5pm	Closed	Client Support	dewilliamson	[NONE]
204656	Adobe Updated: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
204657	Update Adobe: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
204659	share drive access and adobe upgrade: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
204660	ugrade adobe: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
204668	Multiple Zooms Issue: Critical (Campus:)	Closed	Client Support	cwelsh	RPeregrino
204669	Microfiche machine not set up: Medium (Campus: SAN)	Closed	Client Support	lbollerud	RPeregrino
204676	Printer is only allowing us to print Word documents, not PDF: Low (Campus:)	Closed	Client Support	azamora	hpennerman
204677	Please add Adobe Acrobat DC: Medium (Campus: OCN)	Closed	Client Support	asherrell	RPeregrino
204680	Unable to access Adobe: High (Campus:)	Closed	Client Support	lbollerud	RPeregrino
204705	Employee: Hagihara (Desktop Computer)	Closed	Client Support	tgibson	amacdonald
204716	Network -Internet- Email Connection from computer at home: High (Campus:)	Closed	Client Support	ktaylor	jringer
204731	12/1/2021 : DEPARTING EMPLOYEE: Merson	Closed	Client Support	ltisdale	amacdonald
204736	Problem printing to networked printers: Medium (Campus: OCN)	Closed	Client Support	SMuryasz	mtvalente
204737	12/1/2021 : DEPARTING EMPLOYEE: MacFarlane	Closed	Client Support	ltisdale	amacdonald
204746	Scanner Connections: High (Campus: OFF SITE)	Closed	Client Support	iphillips	RPeregrino
204747	Update computer at scanning station: High (Campus: SAN)	Closed	Client Support	lbollerud	RPeregrino
204751	Cannot access Share Drive: Medium (Campus: OFF SITE)	Closed	Client Support	rmorgan	RPeregrino
204752	COVID-19 Equipment Request Approved - jquiroz - Lap Top for temporary ren	Closed	Client Support	jquiroz	amacdonald
204753	Computer will not boot: Critical (Campus: OCN)	Closed	Client Support	mgreen	mtvalente
204756	Update Zoom on Mac	Closed	Client Support	jmurico	gstone
204762	install wacom driver: Medium (Campus: OCN)	Closed	Client Support	lhernandez	gstone
204769	MCC2DK2SD2 and MCC2DP1SD2: Medium (Campus: OCN)	Closed	Client Support	krodriguez	hpennerman
204776	Account lock out: High (Campus: OCN)	Closed	Client Support	ssafotu	hpennerman
204777	30 Headphone/Mic headsets: High (Campus: OCN)	Closed	Client Support	gbeas	[NONE]
204778	Projector Purchase Request: Medium (Campus: OCN)	Closed	Client Support	gbeas	[NONE]
204781	Add Printer Option to Lindstrom's Laptop: Medium (Campus: OCN)	Closed	Client Support	j.gonzales	gstone
204823	Unable to connect computer to printer : High (Campus: OCN)	Closed	Client Support	modom	hpennerman
204840	1200LIBWLAP68	Closed	Client Support	amacdonald	LWhite
204841	1200LRCHKWLAP46	Closed	Client Support	amacdonald	LWhite
204842	1200LRCHKWLAP72	Closed	Client Support	amacdonald	LWhite
204845	1200LIBWLAP68	Closed	Client Support	amacdonald	LWhite
204849	12/10/2021 : DEPARTING EMPLOYEE: Yousif	Closed	Client Support	vjohnson	amacdonald
204852	12/10/2021 : DEPARTING EMPLOYEE: Giraldo	Closed	Client Support	vjohnson	amacdonald
204857	Couldn't load plugin: Low (Campus: OCN)	Closed	Client Support	thelmstreit	LWhite
204859	1200LRCHKWLAP20	Closed	Client Support	amacdonald	LWhite
204871	COVID-19 Equipment Request Returned - lfranco - Monitor	Closed	Client Support	lfranco	dlambert
204872	Load Kofax Dragon Software on to laptop: High (Campus: OFF SITE)	Closed	Client Support	evbrown	LWhite
204873	COVID-19 Equipment Request Returned - mlopez - Desktop Computer and 2n	Closed	Client Support	MLopez	dlambert
204874	COVID-19 Equipment Request Returned - yjimenez - Replacement desktop ne	Closed	Client Support	yjimenez	dlambert

204875	COVID-19 Equipment Request Returned - ebrown - 2nd computer monitor	Closed	Client Support	ebrown	dlambert
204876	COVID-19 Equipment Request Returned - ebrown - borrow headset	Closed	Client Support	ebrown	dlambert
204877	COVID-19 Equipment Request Returned - ghernandez - Headset with Microph	Closed	Client Support	Ghernandez	dlambert
204882	Microsoft Office 365 Excel (connected thru VPN) not updating: Medium (Camp	Closed	Client Support	macero	LWhite
204884	Repair lab computers: Medium (Campus: OCN)	Closed	Client Support	vdibenedetto	dewilliamson
204885	Onsite login requiring certificate	Closed	Client Support	RWelch-Scalco	hpennerman
204886	Update Service Pro on computer: Medium (Campus:)	Closed	Client Support	jhagihara	hpennerman
204887	Password/Access for Student with MCC Laptop: Critical (Campus: OFF SITE)	Closed	Client Support	jbanks	LWhite
204888	Need Admin Access to MCC 39830 Laptop: Medium (Campus: Online)	Closed	Client Support	kturpin	gstone
204890	COVID-19 Equipment Request Returned - jhernandez - I would like to request	Closed	Client Support	JHernandez	[NONE]
204913	Dell Mouse Not functioning: High (Campus: TCI)	Closed	Client Support	jedwards	gstone
204930	Pop-Up Security Notification: Cortex XDR: High (Campus: OCN)	Closed	Client Support	ctsuyuki	RPeregrino
204931	12/1/2021 : DEPARTING EMPLOYEE: Lane	Closed	Client Support	ltisdale	dlambert
204937	Computer Updated or Replaced: Medium (Campus: OCN)	Closed	Client Support	czafralopez	gstone
204951	Integrated camera on monitor not working: High (Campus: OCN)	Closed	Client Support	adandersen	LWhite
204958	COVID-19 Equipment Request Approved - mhuerta - Requesting laptop and a	Closed	Client Support	yyepesperez	amacdonald
204959	Shareddrive: High (Campus:)	Closed	Client Support	jobollerud	RPeregrino
204960	POLICE CHANGE- Change out APC unit: Critical (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
204965	Employee: Elmer (Desktop Computer)	Closed	Client Support	j.johnson	amacdonald
204984	Email access on new iPhone	Closed	Client Support	pconnolly	RPeregrino
204996	Ed Connect : Critical (Campus: OCN)	Closed	Client Support	schap	[NONE]
205011	Premiere Freezes on District Laptop: Low (Campus: OCN)	Closed	Client Support	hcohngeltner	RPeregrino
205033	12/1/2021 : DEPARTING EMPLOYEE: Nguyen	Closed	Client Support	ltisdale	dlambert
205042	CLC Learnig Commons Printer Service: High (Campus: CLC)	Closed	Client Support	jfuzell	dlambert
205044	Cortex system update	Closed	Client Support	hravanbaksh	hpennerman
205046	Equipment Return	Closed	Client Support	dsoto	mtvalente
205047	Joan Hackett: Low (Campus: OFF SITE)	Closed	Client Support	jhackett	[NONE]
205054	Printer Driver and Scanning software needed ASAP: Critical (Campus: OCN)	Closed	Client Support	lgreenwald	mtvalente
205061	Keyboard Not Working: High (Campus: OCN)	Closed	Client Support	t.blunt	kmezquita
205062	12/15/2021 : DEPARTING EMPLOYEE: Opdahl	Closed	Client Support	GSipman	amacdonald
205071	Need Replacement Docking Station: Critical (Campus: OCN)	Closed	Client Support	gdepies	kmezquita
205072	police CHANGE - Cheifs keyboard/mouse not working: Critical (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
205079	12/23/2021 : DEPARTING EMPLOYEE: Alcaraz	Closed	Client Support	rtommy	amacdonald
205087	Desktop Computers that are Zoom capable in rooms OC 4523 and SAN 404: L	Closed	Client Support	twalker	RPeregrino
205089	Unable to log in to Zoom: High (Campus:)	Closed	Client Support	lhiesener	[NONE]
205093	Dispatch Computer Desk: Critical (Campus: OCN)	Closed	Client Support	nyax	AAfzali
205099	Media Services - Hardware Item Pick-up: Low (Campus: OCN)	Closed	Client Support	ebissell	[NONE]
205103	12/24/2021 : DEPARTING EMPLOYEE: Sanchez	Closed	Client Support	jbanks	amacdonald
205109	12/24/2021 : DEPARTING EMPLOYEE: Macias	Closed	Client Support	jbanks	amacdonald
205121	Computer malfunction: Critical (Campus: OCN)	Closed	Client Support	epohlert	kmezquita
205124	Police - Dameware Police Registry Config GPO modification	Closed	Client Support	ksbrown	dewilliamson

205132	Printer Offline: High (Campus: OCN)	Closed	Client Support	lcargile	hpennerman
205140	12/10/2021 : DEPARTING EMPLOYEE: Stephens	Closed	Client Support	CSneary	amacdonald
205151	Move and connect Printer: Low (Campus: OCN)	Closed	Client Support	ojimenez	kmezquita
205153	***Police-Change***: Low (Campus: OCN)	Closed	Client Support	kvasquez3	dewilliamson
205160	Patch Tableau for Log4j Vulnerabilities	Closed	Client Support	EDonze	dewilliamson
205162	Laptop sound issues : Medium (Campus: OFF SITE)	Closed	Client Support	kmarquardt	RPeregrino
205165	Create Staff Log In on Laptop (connect to MCC domain): Medium (Campus: OCN)	Closed	Client Support	pleblanc	hpennerman
205169	Grant RDP access from ADMINW10-4 to MCCDY86PY2 for user account zgardner	Closed	Client Support	zgardner	dewilliamson
205170	1/1/2022 : DEPARTING EMPLOYEE: Rosas	Closed	Client Support	ltisdale	amacdonald
205174	1/1/2022 : DEPARTING EMPLOYEE: Richardson	Closed	Client Support	ltisdale	dlambert
205178	1/1/2022 : DEPARTING EMPLOYEE: Oropesa	Closed	Client Support	ltisdale	dlambert
205183	Devices will be brought back to campus: Low (Campus: SAN)	Closed	Client Support	kmarquardt	RPeregrino
205197	12/31/2021 : DEPARTING EMPLOYEE: Doyle	Closed	Client Support	tgibson	amacdonald
205203	Employee: Morris (Desktop Computer)	Closed	Client Support	jgomez	amacdonald
205215	Can't open PDF's on front desk PC: High (Campus:)	Closed	Client Support	macero	hpennerman
205217	Sticky Keys reported by student: High (Campus: OCN)	Closed	Client Support	mohnstad	hpennerman
205239	Employee: Andrews (Desktop Computer)	Closed	Client Support	apaopao	[NONE]
205243	Employee: Willburn (Desktop Computer)	Closed	Client Support	apaopao	[NONE]
205249	Employee: Gittleson (Desktop Computer)	Closed	Client Support	apaopao	[NONE]
205250	Employee: Neal (Desktop Computer)	Closed	Client Support	apaopao	[NONE]
205262	Black Screen on desktop	Closed	Client Support	cwilder	dewilliamson
205263	COVID-19 Equipment Request Returned - jperezcorona - Jessica's Staff desktop	Closed	Client Support	jperezcorona	[NONE]
205271	Pull Health Services Machines	Closed	Client Support	amacdonald	amacdonald
205272	12/23/2021 : DEPARTING EMPLOYEE: Brunning	Closed	Client Support	cmichalk	[NONE]
205277	Upgrade to Adobe Acrobat: Low (Campus: OCN)	Closed	Client Support	talves	gstone
205279	COVID-19 Equipment Request Returned - raymundoalcaraz - Computer to take home	Closed	Client Support	raymundoalcaraz	[NONE]
205282	Desktop Return 01/06/2022	Closed	Client Support	gcavo	amacdonald
205287	Chase Bank - Deposit Scanner Needs Update: Low (Campus: OCN)	Closed	Client Support	rguzman	dewilliamson
205288	12/30/2021 : DEPARTING EMPLOYEE: Felt	Closed	Client Support	ajohnson	amacdonald
205292	12/30/2021 : DEPARTING EMPLOYEE: Fore	Closed	Client Support	ajohnson	hpennerman
205299	12/30/2021 : DEPARTING EMPLOYEE: Garcia	Closed	Client Support	ajohnson	amacdonald
205302	12/30/2021 : DEPARTING EMPLOYEE: Prasad	Closed	Client Support	ajohnson	amacdonald
205304	12/21/2021 : DEPARTING EMPLOYEE: Guinon	Closed	Client Support	cburrola	amacdonald
205340	COVID-19 Equipment Request Approved - jobollerud - Laptop Needed	Closed	Client Support	jobollerud	kmezquita
205343	COVID-19 Equipment Request Approved - lbollerud - Laptop needed for remote use	Closed	Client Support	lbollerud	hpennerman
205347	COVID-19 Equipment Request Approved - apeters - laptop for remote use	Closed	Client Support	apeters	gstone
205356	12/31/2021 : DEPARTING EMPLOYEE: Felt	Closed	Client Support	nyax	amacdonald
205357	12/31/2021 : DEPARTING EMPLOYEE: Garcia	Closed	Client Support	nyax	amacdonald
205368	Staff Access to Laptop: Critical (Campus: OCN)	Closed	Client Support	anydegger	gstone
205369	BD Pyxis Server: Critical (Campus: OCN)	Closed	Client Support	jfritts	dewilliamson
205374	COVID-19 Equipment Request Approved - jperezcorona - Laptop MCC36557	Closed	Client Support	jperezcorona	[NONE]

205376	POLICE CHANGE REQUEST-: High (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
205381	Help with Printer: High (Campus: OCN)	Closed	Client Support	dperalta	kmezquita
205386	MS Office expiring tomorrow	Closed	Client Support	aandersen	gstone
205394	Need Printer access: Medium (Campus: CLC)	Closed	Client Support	DLedet	gstone
205395	Acrobat: Low (Campus: OCN)	Closed	Client Support	thelmstreit	kmezquita
205396	Install Office 365 version of office and outlook, and creative cloud suite: Critic	Closed	Client Support	singham	gstone
205399	1/4/2022 : DEPARTING EMPLOYEE: Williford	Closed	Client Support	mkendall	amacdonald
205403	Computer power: Critical (Campus: OCN)	Closed	Client Support	anydegger	kmezquita
205420	Adobe Suite: High (Campus: OCN)	Closed	Client Support	dmassey	gstone
205424	Employee: Holland (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
205433	1/5/2022 : DEPARTING EMPLOYEE: Harden	Closed	Client Support	ccarlsson	amacdonald
205434	1/5/2022 : DEPARTING EMPLOYEE: Acuna	Closed	Client Support	ccarlsson	amacdonald
205438	Employee: Brooking (Desktop Computer)	Closed	Client Support	scorley	amacdonald
205442	Email Outbox: Medium (Campus:)	Closed	Client Support	cwelsh	gstone
205449	Zoom not working on computer: High (Campus:)	Closed	Client Support	yhicks	gstone
205451	COVID-19 Equipment Request Returned - jhernandez - I would like to request	Closed	Client Support	JHernandez	[NONE]
205452	COVID-19 Equipment Request Returned - jhernandez - I would like to request	Closed	Client Support	JHernandez	[NONE]
205455	MS Teams Account: High (Campus: Online)	Closed	Client Support	lcargile	gstone
205456	MS Team Software: High (Campus: Online)	Closed	Client Support	lcargile	gstone
205459	COVID-19 Equipment Request Approved - dsoto - Desktop loan	Closed	Client Support	dsoto	kmezquita
205464	1/1/2022 : DEPARTING EMPLOYEE: Patel	Closed	Client Support	kbebout	amacdonald
205467	Employee: Soto (Desktop Computer)	Closed	Client Support	rtommy	amacdonald
205471	Employee: Ingham (Desktop Computer)	Closed	Client Support	rtommy	amacdonald
205489	COVID-19 Equipment Request Returned - raymundoalcaraz - Computer to tak	Closed	Client Support	raymundoalcaraz	[NONE]
205492	COVID-19 Equipment Request Returned - jperezcorona - Laptop MCC36557	Closed	Client Support	jperezcorona	[NONE]
205498	Extremely slow PC	Closed	Client Support	tmora	RPeregrino
205501	Activate License: Critical (Campus: OCN)	Closed	Client Support	s.troxel	mtvalente
205504	Setting up a printer	Closed	Client Support	msilva	dlambert
205521	Unfreeze Computers: High (Campus: OCN)	Closed	Client Support	hcohngeltner	mtvalente
205528	1/10/2022 : DEPARTING EMPLOYEE: Mulhall	Closed	Client Support	jbanks	amacdonald
205532	COVID-19 Equipment Request Approved - ewilliams - Two Laptops	Closed	Client Support	ewilliams	amacdonald
205547	Transferring Google Drive to MCC Account?: Low (Campus: Video Conference	Closed	Client Support	kbebout	RPeregrino
205552	Update Office/Outlook: High (Campus: OCN)	Closed	Client Support	abarragan	RPeregrino
205556	unable to change language settings for email: Medium (Campus:)	Closed	Client Support	mgallardo	LWhite
205559	dstephenson reimage	Closed	Client Support	mtvalente	mtvalente
205560	zperovic reimage	Closed	Client Support	mtvalente	mtvalente
205562	I was no allowed access to the Report Center, llinx and Internet explorer : Hig	Closed	Client Support	gcavo	gstone
205569	*POLICE CHANGE- Mouse not working : Critical (Campus: OCN)	Closed	Client Support	nyax	kmezquita
205580	Email Account on Phone: High (Campus:)	Closed	Client Support	jkoschwanez	RPeregrino
205582	ScanSnap Driver: Medium (Campus: OCN)	Closed	Client Support	MHaynie	LWhite
205583	COVID-19 Equipment Request Approved - jgomez - Headphones for Phone Ca	Closed	Client Support	jgomez	amacdonald

205589	Soft Phone: Medium (Campus: OFF SITE)	Closed	Client Support	gordaz	RPeregrino
205590	1/21/2022 : DEPARTING EMPLOYEE: Lozano	Closed	Client Support	mmeyerholtz	amacdonald
205605	Camera Needed for Dan Arey: Low (Campus: OCN)	Closed	Client Support	ceverts	LWhite
205606	Printer CLP4: High (Campus: CLC)	Closed	Client Support	LFranco	dlambert
205623	Setting up email on iPhone	Closed	Client Support	pconnolly	RPeregrino
205629	Update Computer: Critical (Campus: OCN)	Closed	Client Support	dadler	mtvalente
205633	Not able to log into laptop at home: Medium (Campus: OCN)	Closed	Client Support	jkoschwanez	RPeregrino
205638	Laptop pop up : Medium (Campus: OFF SITE)	Closed	Client Support	AWojcik	LWhite
205652	Greta Cavo -Permission access: High (Campus:)	Closed	Client Support	gcavo	gstone
205653	Mic on Laptop not recognized: High (Campus: TCI)	Closed	Client Support	jedwards	gstone
205655	Printer access: High (Campus: OCN)	Closed	Client Support	dsoto	LWhite
205669	Remote MCC employee needs onsite laptop/connectivity/password assistance	Closed	Client Support	jfuzell	dewilliamson
205682	Need an acces account for acces to Outlook on desktop: Medium (Campus:)	Closed	Client Support	czafralopez	gstone
205685	Computer Setup: Critical (Campus: OCN)	Closed	Client Support	cgoodspeed	gstone
205686	Computer running very slow: Medium (Campus: OCN)	Closed	Client Support	hwalker	kmezquita
205693	Employee: Sandoval (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
205703	Employee: Bemiss (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
205706	Employee: Chavira (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
205730	COVID-19 Equipment Request Approved - singham - Requesting laptop for re	Closed	Client Support	singham	amacdonald
205758	Adobe Acrobat: High (Campus: OCN)	Closed	Client Support	lcargile	dlambert
205760	PDF - Adobe iLIX Content : Medium (Campus:)	Closed	Client Support	gocruz	dlambert
205761	Employee: Derr (Desktop Computer)	Closed	Client Support	tsharp	amacdonald
205769	need access to SURF: High (Campus: SAN)	Closed	Client Support	k.brooking	[NONE]
205773	Desktop Will Not Boot Up: Critical (Campus: OCN)	Closed	Client Support	hjohnson	kmezquita
205777	Software updates: High (Campus: OFF SITE)	Closed	Client Support	cwalker	mtvalente
205789	Employee: Bligh (Desktop Computer)	Closed	Client Support	abarragan	amacdonald
205793	1/8/2022 : DEPARTING EMPLOYEE: Sotelo	Closed	Client Support	SMuryasz	amacdonald
205797	System Malfunction: Critical (Campus: OCN)	Closed	Client Support	carlosrodriguez	mtvalente
205802	Mac Updates: Critical (Campus: OCN)	Closed	Client Support	GMeinhold	mtvalente
205806	Setup monitor and monitor holder in 4813 - Faculty Office: Medium (Campus	Closed	Client Support	nscharff	gstone
205808	COVID-19 Equipment Request Returned - jperezcorona - Laptop MCC36557	Closed	Client Support	jperezcorona	[NONE]
205822	1/13/2022 : DEPARTING EMPLOYEE: Byrne	Closed	Client Support	dadavis	amacdonald
205832	New Digital Camera : High (Campus: OCN)	Closed	Client Support	sfirouzan	[NONE]
205838	COVID-19 Equipment Request Approved - sdouglas - Laptop with software to	Closed	Client Support	sdouglas	gstone
205841	Hot Spot Request : Medium (Campus: OCN)	Closed	Client Support	RWelch-Scalco	[NONE]
205843	need Zoom added to toolbar: Low (Campus: SAN)	Closed	Client Support	k.brooking	RPeregrino
205851	Printing: Medium (Campus: OCN)	Closed	Client Support	llara	mtvalente
205852	Remove "Akamai NetSession Interface" from 4610 lab computers	Closed	Client Support	EDonze	gstone
205860	Keyboard and Mouse Not Working: High (Campus: OCN)	Closed	Client Support	arodriguez	mtvalente
205864	Glitch on computer screen : Medium (Campus: OFF SITE)	Closed	Client Support	sncarpenter	RPeregrino
205866	Acrobat Pro Needed: High (Campus: OFF SITE)	Closed	Client Support	lnakamura	kmezquita

205867	1/14/2022 : DEPARTING EMPLOYEE: Ahumada-Ibarra	Closed	Client Support	cburrola	AAfzali
205879	COVID-19 Equipment Request Approved - sfirouzian - Webcam for remote ins	Closed	Client Support	sfirouzian	amacdonald
205890	Employee: Webber (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
205894	forgot pass word for new district laptop: High (Campus: OFF SITE)	Closed	Client Support	rclark	LWhite
205901	Microsoft Products Downloads	Closed	Client Support	chamson	LWhite
205902	Zoom setup	Closed	Client Support	ofryszman	LWhite
205904	Laptop for onsite assistance	Closed	Client Support	amachuca	gstone
205905	ID Card Printer Not Printing : Critical (Campus: OCN)	Closed	Client Support	j.sneary	dewilliamson
205908	Employee: Paopao (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
205913	Printer Installation PO 21003348 OCN 4710	Closed	Client Support	amacdonald	gstone
205914	Lab Computers Slow : High (Campus: OCN)	Closed	Client Support	iphillips	mtvalente
205926	Printer not working : Critical (Campus: OCN)	Closed	Client Support	ychu	gstone
205933	Request for desktop computer for the san elijo cafe: Low (Campus: SAN)	Closed	Client Support	lposs	RPeregrino
205936	Zoom meeting recording issue: Critical (Campus:)	Closed	Client Support	dadavis	dlambert
205944	Need a new computer: Critical (Campus: OCN)	Closed	Client Support	kscaife	mtvalente
205946	Temporary employee ilinx issue: Critical (Campus: OFF SITE)	Closed	Client Support	elaguilar	dlambert
205948	Monitor reinstallation: Medium (Campus: OCN)	Closed	Client Support	gdepies	gstone
205953	Upgrade or replace computer: Critical (Campus: OCN)	Closed	Client Support	ybalcazar	kmezquita
205956	1/14/2022 : DEPARTING EMPLOYEE: Rippinger	Closed	Client Support	pababbitt	amacdonald
205960	Zoom Voice: Medium (Campus:)	Closed	Client Support	jkoschwanez	dlambert
205961	Scanner not working: High (Campus: OCN)	Closed	Client Support	jhagihara	mtvalente
205962	Computer Re-mount: High (Campus: OCN)	Closed	Client Support	iphillips	gstone
205972	MS Office -- account reactivation	Closed	Client Support	btiffany	dlambert
205977	1/17/2022 : DEPARTING EMPLOYEE: Wagstaff	Closed	Client Support	ajohnson	amacdonald
205983	No sound out of my computer: High (Campus: OCN)	Closed	Client Support	rwaller	mtvalente
205993	MCC Zoom account: need more hours	Closed	Client Support	pmaxwell	LWhite
206007	Zoom not working properly: High (Campus: OFF SITE)	Closed	Client Support	cburrola	LWhite
206012	Login issue	Closed	Client Support	twalker	LWhite
206013	Set up scanner : Low (Campus: OCN)	Closed	Client Support	mgrindley	kmezquita
206016	Printer jamming: High (Campus: OCN)	Closed	Client Support	gonate	kmezquita
206018	OC4700 Career Center Printer (P1): Low (Campus: OCN)	Closed	Client Support	cenyard	mtvalente
206019	My printer is printing streaky paper: Critical (Campus: OCN)	Closed	Client Support	azamora	hpennerman
206021	Printer Issue: High (Campus: OCN)	Closed	Client Support	jfritts	mtvalente
206022	Adobe Cloud: High (Campus: CLC)	Closed	Client Support	yjimenez	dlambert
206028	Need to download HEIC files	Closed	Client Support	aboles	LWhite
206030	Re-connect ScanSnap Scanner: High (Campus: OCN)	Closed	Client Support	raustinrivera	kmezquita
206033	Internet connection issues specifically with work desktop : High (Campus: OF	Closed	Client Support	lhayek	LWhite
206052	Setup email on iPhone	Closed	Client Support	tpresley	gstone
206056	Zoom is setup but would like additional customizations	Closed	Client Support	sroberts	LWhite
206062	Employee: Hill (Desktop Computer)	Closed	Client Support	lcargile	amacdonald
206072	CLC- Police Scan Snap: High (Campus: CLC)	Closed	Client Support	ccarrizosa	dlambert

206075	Student Health Services: Medium (Campus: SAN)	Closed	Client Support	jrussell	RPeregrino
206098	Oracle Access County Treasury Login/EAA Client Application: High (Campus: OCN)	Closed	Client Support	arodriguez	dewilliamson
206111	Employee: Gutierrez Hernandez (Desktop Computer)	Closed	Client Support	stirona	amacdonald
206115	ZOOM application: Medium (Campus: OCN)	Closed	Client Support	arodriguez	LWhite
206117	Printer Issues	Closed	Client Support	bpalmer	hpennerman
206119	Access to laptop 37559: Medium (Campus:)	Closed	Client Support	abarragan	LWhite
206120	JMGomez no longer has access S drive	Closed	Client Support	jmgomez	jringer
206124	1/17/2022 : DEPARTING EMPLOYEE: Lisherness	Closed	Client Support	ajohnson	amacdonald
206138	COVID-19 Equipment Request Returned - jrussell - scanner	Closed	Client Support	jrussell	RPeregrino
206141	JMP on classroom 304 computer: High (Campus: SAN)	Closed	Client Support	JApalatea	RPeregrino
206142	MLC/STEM Center San Elijo Computers to Have JMP: High (Campus: SAN)	Closed	Client Support	JApalatea	RPeregrino
206145	School issued computer died black screen of death: Critical (Campus: OFF SITE)	Closed	Client Support	mcoull	kmezquita
206148	Update Google Drive: Critical (Campus: OCN)	Closed	Client Support	gwaite	hpennerman
206156	install Dell updates: Medium (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
206161	Internet not working on computer in lobby: Critical (Campus: OCN)	Closed	Client Support	mmeyerholtz	hpennerman
206162	Need Camtasia: High (Campus: SAN)	Closed	Client Support	atuckersade	RPeregrino
206163	Employee: Maciel (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
206174	1/14/2022 : DEPARTING EMPLOYEE: Dicken	Closed	Client Support	tsharp	amacdonald
206178	Zoom assistance	Closed	Client Support	sroberts	LWhite
206181	Adobe Error: Medium (Campus: OCN)	Closed	Client Support	edodge	LWhite
206183	Printing and Connector Cables: Medium (Campus: OCN)	Closed	Client Support	rma	mtvalente
206192	Instructor desktop in Language Lab OC4701: Critical (Campus: OCN)	Closed	Client Support	tsharp	kmezquita
206194	Examsofy updates on all laptops: High (Campus: OCN)	Closed	Client Support	mfore	hpennerman
206201	HEALTH SERVICES: Critical (Campus: SAN)	Closed	Client Support	jrussell	RPeregrino
206202	Adobe Audition Needed ASAP: Critical (Campus: OCN)	Closed	Client Support	adandersen	hpennerman
206204	Install Creative Cloud for student on library loaned laptop: High (Campus: On)	Closed	Client Support	mohnstad	hpennerman
206215	Unable to open Outlook app: High (Campus: OFF SITE)	Closed	Client Support	dingato	gstone
206218	need access to service pro on desktop: Medium (Campus: OCN)	Closed	Client Support	amoore	mtvalente
206220	Computer operating slow: Medium (Campus: OCN)	Closed	Client Support	amoore	hpennerman
206224	laptop: High (Campus: SAN)	Closed	Client Support	k.brooking	amacdonald
206227	Computer Updates : Medium (Campus: OCN)	Closed	Client Support	cmcfarland	mtvalente
206231	Wi-Fi Issues: High (Campus: OFF SITE)	Closed	Client Support	vaguilar	LWhite
206232	Damaged Laptop - check for warranty service: Low (Campus: OCN)	Closed	Client Support	mohnstad	hpennerman
206234	prep 25 laptops plus cart for theater	Closed	Client Support	mtvalente	mtvalente
206240	Issue preparing for class in HORT	Closed	Client Support	jgerson	kmezquita
206242	Laptop Issues with Zoom & TEAMS Meetings: Medium (Campus: OFF SITE)	Closed	Client Support	ltemplin	RPeregrino
206248	Adobe Creatlve Suite Download: Medium (Campus: OCN)	Closed	Client Support	elurenana	kmezquita
206249	Xerox Color Printer Shades of purple : Critical (Campus: OCN)	Closed	Client Support	iphillips	kmezquita
206254	Camera Access on Classroom Laptops: Critical (Campus: OCN)	Closed	Client Support	bandersen	mtvalente
206255	3D Printing Software on Lab Machine: Critical (Campus: OCN)	Closed	Client Support	bandersen	mtvalente
206256	Printer Driver Not Accessible: High (Campus: OCN)	Closed	Client Support	elurenana	kmezquita

206262	COVID-19 Equipment Request Approved - twilliams - Microphone_Amplifier S	Closed	Client Support	twilliams	amacdonald
206263	Computer not starting : Medium (Campus: OCN)	Closed	Client Support	vdibenedetto	kmezquita
206272	Office activation needed: Low (Campus: OCN)	Closed	Client Support	jgrizzle	LWhite
206277	Computer tuneup: High (Campus: OCN)	Closed	Client Support	anydegger	kmezquita
206278	Adobe : Medium (Campus: CLC)	Closed	Client Support	ebrown	dlambert
206279	Install work computer in office : Medium (Campus: CLC)	Closed	Client Support	eduran	dlambert
206281	Printer not working	Closed	Client Support	klaggner	RPeregrino
206284	No data displayed on Web Warrant Page: Low (Campus:)	Closed	Client Support	arlenehernandez	[NONE]
206286	loggin on: Medium (Campus: OCN)	Closed	Client Support	edodge	RPeregrino
206293	Issue with Zoom during class	Closed	Client Support	waperez	RPeregrino
206297	Move Computer Screening Station: High (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
206313	COVID-19 Equipment Request Approved - k.brooking - Laptop	Closed	Client Support	k.brooking	hpennerman
206315	Computer Update: Medium (Campus: OCN)	Closed	Client Support	zgemus	mtvalente
206320	COVID-19 Equipment Request Approved - k.brooking - classified staff headset	Closed	Client Support	k.brooking	amacdonald
206321	COVID-19 Equipment Request Approved - scorley - Classified Staff Headset	Closed	Client Support	scorley	amacdonald
206324	software upgrade: Low (Campus: OCN)	Closed	Client Support	edodge	LWhite
206327	student Health Services: Critical (Campus: SAN)	Closed	Client Support	jrussell	RPeregrino
206328	Need to be able to print on KONICA MINOLTA bizhub C558 PCL: Medium (Campus:)	Closed	Client Support	jhagihara	mtvalente
206329	Set up instructor microscope: Critical (Campus: OCN)	Closed	Client Support	pmorgado	kmezquita
206330	software conecting to teaching scope not working: Critical (Campus: OCN)	Closed	Client Support	pesbensen	kmezquita
206331	Installation of monitor arm(s)	Closed	Client Support	iphillips	kmezquita
206338	Add Syllabus folder to Outlook: Low (Campus: CLC)	Closed	Client Support	Dledet	dlambert
206339	Zoom: screen sharing with students	Closed	Client Support	waperez	RPeregrino
206340	Unable to acess zoom: Medium (Campus:)	Closed	Client Support	czafralopez	mtvalente
206343	Student with loaned laptop asking for printing connection help: Low (Campus:)	Closed	Client Support	mohnstad	mtvalente
206344	Printer Installation : Medium (Campus: OCN)	Closed	Client Support	vbloss	kmezquita
206345	Reimage Laptop: High (Campus: OFF SITE)	Closed	Client Support	rmorgan	mtvalente
206348	Access to onedrive files: Critical (Campus: OCN)	Closed	Client Support	csingleton	mtvalente
206350	Laptop computer screen shot and ZOOM sharing issue (MAC37288): High (Campus:)	Closed	Client Support	waperez	RPeregrino
206356	COVID-19 Equipment Request Approved - Idelgadorodriguez - Microphone_A	Closed	Client Support	Idelgadorodriguez	amacdonald
206358	t shaw monitor install	Closed	Client Support	mtvalente	mtvalente
206361	Fiery license install: Low (Campus: OCN)	Closed	Client Support	s.troxel	mtvalente
206365	Error 700003 WAM error	Closed	Client Support	kwhite	mtvalente
206372	Install Tableau 2021.4.2 on Staff Machine	Closed	Client Support	rwhite	kmezquita
206374	Issue with accessing Outlook on iPad	Closed	Client Support	rwaller	mtvalente
206375	Assistance with Zoom	Closed	Client Support	tlazootin	kmezquita
206389	Upgrade MacOS for 1-27-2022 Security Advisory	Closed	Client Support	EDonze	mtvalente
206394	faronics troubleshoot 2272 / 2011	Closed	Client Support	mtvalente	mtvalente
206396	Adjust monitor position: High (Campus: OCN)	Closed	Client Support	g.hansen	kmezquita
206402	COVID-19 Equipment Request Approved - iphillips - Dell Monitor	Closed	Client Support	smathis	kmezquita
206403	COVID-19 Equipment Request Approved - iphillips - Laptop Computer	Closed	Client Support	kgranza	kmezquita

206404	Student software request prior to checking out laptop from library: High (Campus: OCN)	Closed	Client Support	mohnstad	kmezquita
206408	COVID-19 Equipment Request Approved - wgunn - Microphone_Amplifier Set	Closed	Client Support	wgunn	amacdonald
206416	Office computer login: High (Campus: OCN)	Closed	Client Support	ekiyochi	mtvalente
206432	Employee: Keene (Desktop Computer)	Closed	Client Support	mohnstad	amacdonald
206440	Help with Printer: High (Campus: OCN)	Closed	Client Support	dperalta	kmezquita
206455	Need ExamSoft program installed on loaner laptop: High (Campus: OFF SITE)	Closed	Client Support	scassetti	LWhite
206465	Employee: Lamb (Desktop Computer)	Closed	Client Support	czafralopez	amacdonald
206468	1/4/2022 : DEPARTING EMPLOYEE: Astorga	Closed	Client Support	czafralopez	amacdonald
206489	2/5/2022 : DEPARTING EMPLOYEE: Afshinpour	Closed	Client Support	baguilar	amacdonald
206493	1/29/2022 : DEPARTING EMPLOYEE: Espejo	Closed	Client Support	baguilar	amacdonald
206497	1/29/2022 : DEPARTING EMPLOYEE: Cuevas	Closed	Client Support	baguilar	amacdonald
206507	Computer Set Up in T431: High (Campus: OCN)	Closed	Client Support	abarragan	kmezquita
206510	PLease Change i Pad from J McKinley to M Carruthers: High (Campus: OCN)	Closed	Client Support	JMcKinley	mtvalente
206512	Employee: Cervantes (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
206524	No adobe access: High (Campus:)	Closed	Client Support	eleguizamo	LWhite
206529	Employee: Bretado (Desktop Computer)	Closed	Client Support	anydegger	amacdonald
206532	Printer Rm 159: High (Campus: CLC)	Closed	Client Support	vvelati	dlambert
206538	4010 lab computers: Critical (Campus: OCN)	Closed	Client Support	bnewman	kmezquita
206543	Employee: Guerrero (Desktop Computer)	Closed	Client Support	mvivar	amacdonald
206550	Zoom sound: Medium (Campus:)	Closed	Client Support	jkoschwanez	kmezquita
206555	1/31/2022 : DEPARTING EMPLOYEE: Fernandez	Closed	Client Support	ajohnson	amacdonald
206559	Reinstall VPN?	Closed	Client Support	pfgonzalez	LWhite
206576	Computer running very slow: Medium (Campus: OCN)	Closed	Client Support	mfore	gstone
206578	Employee: Stassi (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
206582	Chrome alerts?: Medium (Campus: OFF SITE)	Closed	Client Support	akarvounis	gstone
206583	Sharing Screen	Closed	Client Support	gbender	gstone
206584	Laptop Slow: High (Campus: OCN)	Closed	Client Support	oaelmer	LWhite
206585	ZOOM Request Help Set Up: Critical (Campus:)	Closed	Client Support	jcord	gstone
206594	1/31/2022 : DEPARTING EMPLOYEE: Fernandez	Closed	Client Support	kbebout	gstone
206607	Library Owned laptop returned damaged: Medium (Campus: OCN)	Closed	Client Support	gordaz	hpennerman
206612	Cannot print to multipurpose feeder tray: Critical (Campus: OCN)	Closed	Client Support	singham	kmezquita
206623	Employee: Bowman (Desktop Computer)	Closed	Client Support	croot	amacdonald
206639	Help with Computer Crashing: High (Campus: OCN)	Closed	Client Support	dperalta	kmezquita
206645	Need updated software: High (Campus: OCN)	Closed	Client Support	mrenovato	gstone
206649	Network requirements: High (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
206655	Need USB multi port adapter for MCC laptop: Medium (Campus: OFF SITE)	Closed	Client Support	nscharff	AAfzali
206665	*POLICE CHNAGE*: Medium (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
206666	update kathy browns pc in music	Closed	Client Support	mtvalente	mtvalente
206674	Computer Not Going to Print: Low (Campus: OCN)	Closed	Client Support	twilliams	mtvalente
206675	Zoom needs update: Medium (Campus: OCN)	Closed	Client Support	twilliams	mtvalente
206682	Scanner Install PO 21002683	Closed	Client Support	LFlocken	kmezquita

206685	Laptop won't turn on: Critical (Campus: OFF SITE)	Closed	Client Support	mfrakes	mtvalente
206691	SURF/SARS Issue: High (Campus: OFF SITE)	Closed	Client Support	dlove	gstone
206700	Update work laptop: Medium (Campus: Online)	Closed	Client Support	hwillis	gstone
206702	Employee: Hill (Desktop Computer)	Closed	Client Support	jbanks	amacdonald
206709	Repurpose 3448W01 as staff computer in Honors Lounge: High (Campus: OC	Closed	Client Support	elurenana	mtvalente
206714	Unable to login to SURF, keeps saying "Your Connection Is Not Private": High	Closed	Client Support	nwilkinson	gstone
206717	HEALTH SERVICES: Critical (Campus: SAN)	Closed	Client Support	jrussell	RPeregrino
206719	Zoom link issues & Computer Updates: High (Campus: OFF SITE)	Closed	Client Support	sallen	dlambert
206722	COVID-19 Equipment Request Approved - jbanks - Hotspot Check Out for Aut	Closed	Client Support	Autumn Hill	[NONE]
206723	Need help connecting to Secure wifi on my laptop	Closed	Client Support	dlambert	dlambert
206727	Employee: Dodge (Desktop Computer)	Closed	Client Support	tfishinger	amacdonald
206745	Cannot access anything on computer: Critical (Campus: OFF SITE)	Closed	Client Support	rmorgan	jringer
206751	Print drivers: Critical (Campus: OCN)	Closed	Client Support	akarvounis	gstone
206752	unable to print: High (Campus: CLC)	Closed	Client Support	ebrown	dlambert
206753	mac OS Monterey - Software Update: Critical (Campus: OFF SITE)	Closed	Client Support	mchoi	mtvalente
206755	Laptop won't turn on: Critical (Campus: OCN)	Closed	Client Support	jobollerud	LWhite
206765	Employee: Hiesener (Desktop Computer)	Closed	Client Support	stirona	amacdonald
206770	11/30/2021 : DEPARTING EMPLOYEE: Astorga	Closed	Client Support	stirona	amacdonald
206774	1/31/2022 : DEPARTING EMPLOYEE: Nhan	Closed	Client Support	stirona	amacdonald
206780	9/18/2021 : DEPARTING EMPLOYEE: Nou	Closed	Client Support	stirona	amacdonald
206785	Book Scanner Computer Needs to be Moved : High (Campus: OCN)	Closed	Client Support	GSipman	amacdonald
206789	2/5/2022 : DEPARTING EMPLOYEE: Afshinpour	Closed	Client Support	ajohnson	amacdonald
206793	Wireless Buettooth Mouse Isn't Working: High (Campus: OCN)	Closed	Client Support	tlazootin	LWhite
206795	2/4/2022 : DEPARTING EMPLOYEE: Gittleson	Closed	Client Support	apaopao	amacdonald
206798	Please remove old fax machine: High (Campus: SAN)	Closed	Client Support	mmeyerholtz	RPeregrino
206802	Softphone Error: High (Campus:)	Closed	Client Support	jobollerud	mtvalente
206803	department laptop wont charge: Medium (Campus: OCN)	Closed	Client Support	mfore	dewilliamson
206810	Adobe update on my computer: Medium (Campus: OCN)	Closed	Client Support	mkendall	gstone
206812	ScanSnap lx1500 dose not want to respond to my computer: Medium (Camp	Closed	Client Support	aleonguerrero	gstone
206813	updates ready to install: Low (Campus: SAN)	Closed	Client Support	k.brooking	RPeregrino
206816	Transfer laptop to Jeremiah Johnson: Medium (Campus: OCN)	Closed	Client Support	j.johnson	LWhite
206835	Unable to access microsoft teams: High (Campus: OCN)	Closed	Client Support	sdean	LWhite
206836	Hard Drive Issue: Critical (Campus: OCN)	Closed	Client Support	schap	kmezquita
206837	adobe update: Medium (Campus:)	Closed	Client Support	vhernandez	LWhite
206838	Scanner Installation	Closed	Client Support	rfrazer	mtvalente
206839	Issue with hardware	Closed	Client Support	schap	kmezquita
206847	devon boone ipad passcode reset	Closed	Client Support	dboone	mtvalente
206848	COVID-19 Equipment Request Approved - xeggleton - Ipad and apple pencil fo	Closed	Client Support	xeggleton	[NONE]
206850	Not able to print: High (Campus: CLC)	Closed	Client Support	Ghernandez	dlambert
206852	Setting up Desktop: Critical (Campus: OCN)	Closed	Client Support	azamora	gstone
206856	Scanner: Medium (Campus: OCN)	Closed	Client Support	mina.hernandez	kmezquita

206863	2109 - install different Epson scan software for older scanner	Closed	Client Support	mtvalente	mtvalente
206864	ScanSnap: High (Campus: OCN)	Closed	Client Support	rkennedy	gstone
206882	Adobe license expired: Critical (Campus: OFF SITE)	Closed	Client Support	wstewart	dlambert
206883	Cisco Softphone on laptop	Closed	Client Support	khitchcock	dewilliamson
206892	Upgrade license on Zoom: Critical (Campus:)	Closed	Client Support	israelgutierrez	LWhite
206900	COVID-19 Equipment Request Approved - iphillips - Krystal Monal Laptop	Closed	Client Support	kmonal	kmezquita
206903	Remote Printer Connection Not Working: Critical (Campus: OCN)	Closed	Client Support	ckinnon	kmezquita
206904	Printer in OCT-118 is offline: High (Campus: OCN)	Closed	Client Support	jperezcorona	gstone
206923	Slow start of lab computers: High (Campus: OCN)	Closed	Client Support	iphillips	gstone
206924	Need upgrades to Windows 10 on Instrument equipment: Low (Campus: OCN)	Closed	Client Support	mpark	dewilliamson
206927	Student Use Computer - No Internet: Critical (Campus: OCN)	Closed	Client Support	ckinnon	kmezquita
206937	Issues with PC	Closed	Client Support	jphillips	gstone
206938	d.boone macbook pro + peripherals set up	Closed	Client Support	dboone	mtvalente
206943	Windows won't start after update: High (Campus: OCN)	Closed	Client Support	gdepies	LWhite
206946	Zoom update for MLC computers: Medium (Campus: OCN)	Closed	Client Support	ilujan	gstone
206949	Dymo Scanner: Medium (Campus: OCN)	Closed	Client Support	bmorris	kmezquita
206952	MAC39613 Needs Service: Medium (Campus: OCN)	Closed	Client Support	wfullwood	gstone
206953	Unhook Class Climate Scanner: Low (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
206957	Install Monitor at A&R Workstation 8 (Yuri Jimenez): High (Campus: CLC)	Closed	Client Support	MLopez	dlambert
206960	Not able to Print: High (Campus: OCN)	Closed	Client Support	mfore	kmezquita
206964	Adobe Vulnerabilities 2-9-2022	Closed	Client Support	EDonze	dewilliamson
206965	automotive printer not working : High (Campus: OCN)	Closed	Client Support	bnewman	gstone
206967	Adobe access for Marisela Sanchez Garzon	Closed	Client Support	ybalcazar	gstone
206968	2242 adobe fix / DF fix	Closed	Client Support	xeggleton	mtvalente
206974	Damaged File, Need Restored: Critical (Campus: OFF SITE)	Closed	Client Support	mlissner	gstone
206979	Unable to print from T420 P1 and P2: High (Campus: OCN)	Closed	Client Support	modom	kmezquita
206989	1200P12 printer not printing: High (Campus: OCN)	Closed	Client Support	mohnstad	kmezquita
206991	Outlook Calendar/Set Up Dual Monitor: High (Campus: OCN)	Closed	Client Support	evbrown	mtvalente
206994	New Hire, Instructional Associate - Issues with Computer Workstation: Medium (Campus: OCN)	Closed	Client Support	ederr	mtvalente
206996	Issues with Computer in Concert Hall Control Booth: Medium (Campus: OCN)	Closed	Client Support	ederr	mtvalente
207000	install examsoft: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
207001	Printer issue	Closed	Client Support	JohnPermetti	kmezquita
207006	Dymo Scanner: Medium (Campus: OCN)	Closed	Client Support	bmorris	gstone
207008	San elijo biology printers: High (Campus: SAN)	Closed	Client Support	SBailey	AAfzali
207034	Relocate SBDC Computer: Low (Campus: TCI)	Closed	Client Support	achapman	gstone
207037	Unable to print from T420 P1 and P2: Critical (Campus: OCN)	Closed	Client Support	modom	kmezquita
207038	Pearson Vue update: Critical (Campus: CLC)	Closed	Client Support	apalafox	dlambert
207040	Computer not powering up; running critical utility	Closed	Client Support	phrogers	gstone
207045	Help with Computer Crashing: High (Campus: OCN)	Closed	Client Support	dperalta	LWhite
207049	Upgrade Zoom Account for Daniel Penuelas: Critical (Campus:)	Closed	Client Support	jbanks	LWhite
207051	Need access to Adobe Creative Cloud: Low (Campus: OCN)	Closed	Client Support	dtorres	dlambert

207054	Employee: Viveros (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
207057	S1004W01 : Medium (Campus: SAN)	Closed	Client Support	klaggner	RPeregrino
207058	Need Office/Adobe for course work	Closed	Client Support	AArevalos	LWhite
207059	Need access to shared drive: Medium (Campus:)	Closed	Client Support	pperry	RPeregrino
207081	setting up zoom meeting on a new mac for tomorrow morn: Critical (Campus: OCN)	Closed	Client Support	KNugent	jringer
207085	headphones not able to connect to computer: Medium (Campus: OCN)	Closed	Client Support	mfore	gstone
207090	can't print and computer is slow: High (Campus: OCN)	Closed	Client Support	mfore	mtvalente
207093	2/11/2022 : DEPARTING EMPLOYEE: Brant	Closed	Client Support	apaopao	amacdonald
207098	2/11/2022 : DEPARTING EMPLOYEE: Morris	Closed	Client Support	apaopao	amacdonald
207104	2/11/2022 : DEPARTING EMPLOYEE: Puckett	Closed	Client Support	apaopao	amacdonald
207107	2/11/2022 : DEPARTING EMPLOYEE: Pineda	Closed	Client Support	apaopao	amacdonald
207109	2/11/2022 : DEPARTING EMPLOYEE: Appel	Closed	Client Support	apaopao	amacdonald
207115	2/11/2022 : DEPARTING EMPLOYEE: Dalrymple	Closed	Client Support	apaopao	amacdonald
207117	2/11/2022 : DEPARTING EMPLOYEE: Cai	Closed	Client Support	apaopao	amacdonald
207121	2/1/2022 : DEPARTING EMPLOYEE: multiple	Closed	Client Support	apaopao	amacdonald
207133	1/18/2022 : DEPARTING EMPLOYEE: Wadeson	Closed	Client Support	dadavis	amacdonald
207134	4612 Podium Computer: High (Campus: OCN)	Closed	Client Support	mgross	kmezquita
207136	I-Clicker program not loading	Closed	Client Support	tbolanos	mtvalente
207137	Lab/Staff Computers Not Printing to Tool Room: High (Campus: OCN)	Closed	Client Support	hjohnson	gstone
207138	Access to Printer 3300-P6: High (Campus: OCN)	Closed	Client Support	dsoto	mtvalente
207154	Computer Issues With Wi-Fi : Critical (Campus: OFF SITE)	Closed	Client Support	vaguilar	LWhite
207155	Unable to login to both AutoTech laptops	Closed	Client Support	bnewman	kmezquita
207158	2/14/2022 : DEPARTING EMPLOYEE: Baes-Erb	Closed	Client Support	tsharp	amacdonald
207163	projector issues: Medium (Campus: OCN)	Closed	Client Support	lhernandez	gstone
207171	2/25/2022 : DEPARTING EMPLOYEE: Johnson	Closed	Client Support	sharrington	amacdonald
207175	Computer clicker for Power Point: Medium (Campus: OCN)	Closed	Client Support	lcargile	[NONE]
207184	Updating desktop computers and laptops in the Language Lab: Critical (Campus: OCN)	Closed	Client Support	cdieguez	dewilliamson
207185	Scanner & Curved monitor Install	Closed	Client Support	mina.hernandez	gstone
207187	Employee: McGowan (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
207193	sign in to acrobat: Medium (Campus: OCN)	Closed	Client Support	lhernandez	dewilliamson
207194	iclicker access: Medium (Campus: OCN)	Closed	Client Support	lhernandez	mtvalente
207198	Outlook client: Quick Access Toolbar items greyed out	Closed	Client Support	krodriguez	LWhite
207199	Desktop transfer: Medium (Campus: OCN)	Closed	Client Support	eviveros	RPeregrino
207201	Printer Issues: High (Campus: OCN)	Closed	Client Support	mking	kmezquita
207213	Can't log in to Portal/Okta: Medium (Campus:)	Closed	Client Support	jgrizzle	LWhite
207216	DYMO Label Writer 450 DUO Tape Offline: High (Campus: OCN)	Closed	Client Support	dboone	gstone
207219	Printer not working and Need Adobe: High (Campus: SAN)	Closed	Client Support	atuckersade	RPeregrino
207229	Install software on new laptop: High (Campus: OCN)	Closed	Client Support	ltrescott	dlambert
207233	installing Arduino IDE 1.8.9 : High (Campus: OCN)	Closed	Client Support	awilliams	LWhite
207234	RPiE Software Installation: High (Campus: OFF SITE)	Closed	Client Support	kcoutts	LWhite
207243	ScanSnap: High (Campus: CLC)	Closed	Client Support	LFranco	dlambert

207246	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	[NONE]
207247	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	[NONE]
207248	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	[NONE]
207249	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	[NONE]
207250	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	LWhite
207251	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	LWhite
207252	Help with Audio on Computers: High (Campus: OCN)	Closed	Client Support	dperalta	LWhite
207253	Employee: Mulholland (Desktop Computer)	Closed	Client Support	vjohnson	amacdonald
207259	2/16/2022 : DEPARTING EMPLOYEE: Zeevi	Closed	Client Support	gdepies	amacdonald
207265	Adobe DC: Medium (Campus: OCN)	Closed	Client Support	CSneary	LWhite
207266	New laptop software installation: High (Campus: OFF SITE)	Closed	Client Support	jclifton	LWhite
207270	Acess to Printer: High (Campus: OCN)	Closed	Client Support	czafralopez	gstone
207271	Printer Access: High (Campus: OCN)	Closed	Client Support	czafralopez	gstone
207272	Adobe Acrobat: High (Campus: OFF SITE)	Closed	Client Support	lnakamura	kmezquita
207285	Issues with computer: sound	Closed	Client Support	llisterhaynes	mtvalente
207293	Printer move: High (Campus: CLC)	Closed	Client Support	ltisdale	dlambert
207307	Connectivity on Laptop: Critical (Campus: OCN)	Closed	Client Support	mking	gstone
207311	Laptop fix or replacement: High (Campus: OCN)	Closed	Client Support	cundan	kmezquita
207312	Epson Cashnet Printer : High (Campus: CLC)	Closed	Client Support	Ghernandez	dlambert
207321	Printer Error: Medium (Campus: SAN)	Closed	Client Support	isalle	RPeregrino
207327	2/17/2022 : DEPARTING EMPLOYEE: Romero	Closed	Client Support	iphillips	amacdonald
207332	Issue logging into her MCC desktop	Closed	Client Support	twilliams	mtvalente
207340	Windows 10 installation has failed: Medium (Campus: OCN)	Closed	Client Support	mpark	dewilliamson
207344	Share Device License Request: High (Campus: OCN)	Closed	Client Support	GSipman	kmezquita
207346	change screen brightness: High (Campus: OCN)	Closed	Client Support	AOngyod	dewilliamson
207348	Faculty Computer Not Working - Trisha Hanada-Rogers : Critical (Campus: OCN)	Closed	Client Support	tsharp	gstone
207358	Connecting to Printers/Copier: Critical (Campus: TCI)	Closed	Client Support	cwelsh	gstone
207361	Screen mirroring from iPad to PC laptop using Reflector 4: High (Campus: SAN)	Closed	Client Support	knguyen	RPeregrino
207374	Soft Phone installed on district laptop: High (Campus: SAN)	Closed	Client Support	gordaz	RPeregrino
207379	Need updating to my computer at my campus workspace.: High (Campus: OCN)	Closed	Client Support	hsanchez	gstone
207388	Mount monitor on computer arm: Medium (Campus: OCN)	Closed	Client Support	ybalcazar	gstone
207390	install comp: Medium (Campus: CLC)	Closed	Client Support	ebrown	dlambert
207391	Printer: Critical (Campus: OCN)	Closed	Client Support	ssafotu	kmezquita
207400	Install Computer Monitor In Office 4813: Medium (Campus: OCN)	Closed	Client Support	nscharff	gstone
207415	Computer set up assistance: Critical (Campus: OCN)	Closed	Client Support	mmccaffery	kmezquita
207417	Canvas Studio not connecting to work computer: Critical (Campus: OFF SITE)	Closed	Client Support	jcord	LWhite
207418	Ed Connect Security Patch Required : Critical (Campus: OCN)	Closed	Client Support	schap	LWhite
207419	Need Programs Installed- Laptop: Critical (Campus: OFF SITE)	Closed	Client Support	mlissner	LWhite
207420	New computer set up: High (Campus: OCN)	Closed	Client Support	sdean	kmezquita
207421	Docking Station: Low (Campus: OCN)	Closed	Client Support	sdean	mtvalente
207422	MCC Secure Wifi for work station and phone not connected : Critical (Campus: OFF SITE)	Closed	Client Support	jbanks	kmezquita

207425	Zoom: Low (Campus: OCN)	Closed	Client Support	mfarrow	LWhite
207426	Computer Super SLOW: Medium (Campus: OCN)	Closed	Client Support	ojimenez	gstone
207427	Freeze Computers in OC3007: High (Campus: OCN)	Closed	Client Support	hcohngeltner	dewilliamson
207430	Connect computer to internet: Critical (Campus: OCN)	Closed	Client Support	mrenovato	gstone
207431	Computer hook up: Critical (Campus: OCN)	Closed	Client Support	acotter	gstone
207432	Need wired mouse	Closed	Client Support	alopez	mtvalente
207433	Printer Not Working/Not Connected?: High (Campus: OCN)	Closed	Client Support	kbebout	kmezquita
207434	Very slow computer	Closed	Client Support	alopez	mtvalente
207435	Printer offline- WRITING CENTER: High (Campus: OCN)	Closed	Client Support	ccarlsson	gstone
207436	3 Dell 7420 PO 21002439	Closed	Client Support	anydegger	dewilliamson
207439	Printer not working : High (Campus: OCN)	Closed	Client Support	j.johnson	kmezquita
207442	Software Install Request : Critical (Campus: OFF SITE)	Closed	Client Support	charris	dlambert
207443	richard ma to print	Closed	Client Support	mtvalente	mtvalente
207444	printer not connecting everyone in the network: High (Campus: CLC)	Closed	Client Support	cpitcher	a.hill
207449	Printing Issue: Low (Campus: SAN)	Closed	Client Support	charrison	RPeregrino
207452	Computers Reset in 2011: Critical (Campus: OCN)	Closed	Client Support	tsisario	mtvalente
207454	Docking Station: Critical (Campus: OCN)	Closed	Client Support	arlenehernandez	kmezquita
207455	Access to 900P2 Printer : Medium (Campus: SAN)	Closed	Client Support	sdavari	RPeregrino
207458	Printer troubleshooting: Medium (Campus: OCN)	Closed	Client Support	gdepies	gstone
207472	STEM & MLC area need a phone: Critical (Campus: SAN)	Closed	Client Support	tvu	RPeregrino
207478	Computer is frozen: High (Campus: OCN)	Closed	Client Support	mkendall	kmezquita
207480	Both MCC computers are not taking new or previous passwords	Closed	Client Support	rmorgan	gstone
207482	move computer: Low (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
207483	Testing Services : enable bluetooth	Closed	Client Support	glamb	dewilliamson
207484	Printer error P3: Critical (Campus: SAN)	Closed	Client Support	klaggner	RPeregrino
207486	Adobe creative cloud: Low (Campus: SAN)	Closed	Client Support	charrison	RPeregrino
207487	Please Replace Wired Mouse in OC 4802: Critical (Campus: OCN)	Closed	Client Support	dadavis	gstone
207488	TI-84 emulator: High (Campus: OFF SITE)	Closed	Client Support	abeltran-aguilar	gstone
207493	Employee: Myatt (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
207496	Instructors Computer in CLC202 Not Working: High (Campus: CLC)	Closed	Client Support	nescobedo	dlambert
207499	Updating Office Computer: Medium (Campus: OCN)	Closed	Client Support	kcleveland	kmezquita
207500	Super slow computer: Medium (Campus: OCN)	Closed	Client Support	amoore	mtvalente
207504	Computer not connecting to network again: Medium (Campus: CLC)	Closed	Client Support	asenigaglia	dlambert
207506	Not able to login to computer: High (Campus: OCN)	Closed	Client Support	DBonds	mtvalente
207513	printers setup: Medium (Campus: CLC)	Closed	Client Support	ebrown	dlambert
207515	Notification keeps popping up	Closed	Client Support	EBishop	mtvalente
207516	Display port cables needed: Low (Campus: OCN)	Closed	Client Support	cburrola	kmezquita
207519	COVID-19 Equipment Request Returned - jperezcorona - Jessica's Staff deskto	Closed	Client Support	jperezcorona	LWhite
207521	Install Staff Computer and Monitor: High (Campus: CLC)	Closed	Client Support	MLopez	dlambert
207522	Install Dymo Label Maker: Medium (Campus: CLC)	Closed	Client Support	MLopez	dlambert
207523	OneDrive: Critical (Campus:)	Closed	Client Support	mking	kmezquita

207524	Move Computer from Workstation 7 to Workstation 9: Medium (Campus: CL	Closed	Client Support	MLopez	dlambert
207525	Move Computer from Workstation 9 to Workstation 7: Medium (Campus: CL	Closed	Client Support	MLopez	dlambert
207544	still need help with issues on newly issued laptop: Critical (Campus: OFF SITE	Closed	Client Support	mcoull	LWhite
207545	Need Tableau 2021.3.6 Installed New Laptop: Critical (Campus: OFF SITE)	Closed	Client Support	mliissner	LWhite
207550	Teacher workstation in OC4622 not powering up	Closed	Client Support	mchoi	gstone
207552	PC is not powering up; restarting cycle	Closed	Client Support	zgardiner	dewilliamson
207553	Adobe Creative Cloud: High (Campus: OCN)	Closed	Client Support	mmeyerholtz	gstone
207554	Help with extremely slow computer desktop: High (Campus: OCN)	Closed	Client Support	mmorales	gstone
207555	Windows License about to expire: High (Campus: CLC)	Closed	Client Support	mayralopez	dlambert
207557	Lap tops will not allow login: Critical (Campus: OCN)	Closed	Client Support	bnewman	kmezquita
207561	Computer running slow - frozen and locks out- Not working at all: High (Cam	Closed	Client Support	mkendall	mtvalente
207562	Need 4500p1 and 4500p4 printer installed : Critical (Campus: OCN)	Closed	Client Support	tmessmer	gstone
207563	Adding printers	Closed	Client Support	cburrola	mtvalente
207570	Printer not working : High (Campus: OCN)	Closed	Client Support	j.johnson	mtvalente
207571	Add GlobalProtect App: Critical (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
207572	Add Notepad++ to My PC: Critical (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
207573	Add UltraEdit and UltraCompare to My PC: Critical (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
207574	Add Visual Studio and SQL Server Data Transformation Tools to My PC: Low	Closed	Client Support	zgardiner	dewilliamson
207575	Add SQL Server Mangement Studio to my PC: Low (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
207576	Add Tableau Desktop to My PC: Low (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
207577	update examsoft: Medium (Campus: OCN)	Closed	Client Support	mfore	LWhite
207578	Printer Offline: Medium (Campus: OCN)	Closed	Client Support	MHaynie	gstone
207580	Employee: Bautista (Desktop Computer)	Closed	Client Support	jbanks	amacdonald
207587	Still cannot log into computer: Critical (Campus: OFF SITE)	Closed	Client Support	rmorgan	gstone
207589	Install Scan Snap: Medium (Campus: OCN)	Closed	Client Support	pleblanc	kmezquita
207590	Still cannot log into computer: Critical (Campus: OFF SITE)	Closed	Client Support	rmorgan	gstone
207593	Add KeePass to My PC: Critical (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
207594	Slow Internet: High (Campus: OCN)	Closed	Client Support	mdear	mtvalente
207597	Add Oracle Client to Connect to SURF-PeopleSoft to My PC: Critical (Campus:	Closed	Client Support	zgardiner	dewilliamson
207599	Need computer mounted and scanner connected: Critical (Campus: CLC)	Closed	Client Support	yjimenez	dlambert
207600	Login prompt for Office 365 continually recurs	Closed	Client Support	sshaunak	gstone
207601	Printer: Medium (Campus: CLC)	Closed	Client Support	LFranco	dlambert
207604	Teams and slow computer: High (Campus: OCN)	Closed	Client Support	bschaeffer	mtvalente
207608	OS and Software Update: Critical (Campus: OCN)	Closed	Client Support	lcluff	mtvalente
207612	T-541 JASP Update: High (Campus: OCN)	Closed	Client Support	seso	dewilliamson
207618	Install Clockwork: High (Campus:)	Closed	Client Support	bdaniels	dlambert
207631	Camera not working: Low (Campus: SAN)	Closed	Client Support	JMushinsky	RPeregrino
207633	keyboard-mouse non responsive: Medium (Campus: OCN)	Closed	Client Support	mkendall	kmezquita
207638	Printer Issues: High (Campus: OCN)	Closed	Client Support	mking	mtvalente
207640	TI 84+ emulator: High (Campus: OCN)	Closed	Client Support	mlaurel	dewilliamson
207641	TI 84+ emulator for 7005: High (Campus: OCN)	Closed	Client Support	mlaurel	dewilliamson

207643	mapping to shared drive "Evalz": Low (Campus: OCN)	Closed	Client Support	svasquez	gstone
207649	Printer Issues: High (Campus: OCN)	Closed	Client Support	mking	gstone
207651	Employee: Lopez (Desktop Computer)	Closed	Client Support	MLopez	amacdonald
207667	Microsoft Teams: Medium (Campus:)	Closed	Client Support	DLedet	dlambert
207670	Outlook Calendar: Medium (Campus: OFF SITE)	Closed	Client Support	tcoble	dlambert
207671	Keyboard is acting up: Critical (Campus: OCN)	Closed	Client Support	stachibana	mtvalente
207674	Need ScanSnap Drive on MCC4PZQR33 : High (Campus: OCN)	Closed	Client Support	klondy	gstone
207680	access to Toshiba printer: Low (Campus: OCN)	Closed	Client Support	mdellin	kmezquita
207681	Setup DYMO Label Printer: Medium (Campus: TCI)	Closed	Client Support	croot	gstone
207685	COVID-19 Equipment Request Approved - tsisario - Headphone Set	Closed	Client Support	dmassey	mtvalente
207686	Dell and Apple devices in Staff/Faculty networks that don't have Cortex XDR	Closed	Client Support	EDonze	dewilliamson
207694	Keyboard malfunction: Medium (Campus: OCN)	Closed	Client Support	mrybicki	mtvalente
207697	Access to Adobe : Medium (Campus:)	Closed	Client Support	j.johnson	dewilliamson
207698	Access to convert jpeg and mpg files: Medium (Campus:)	Closed	Client Support	j.johnson	dewilliamson
207706	COVID-19 Equipment Request Approved - tsisario - Headphone Set for Zoom	Closed	Client Support	tsisario	[NONE]
207709	**POLICE**Delete unused icons on desk top: High (Campus: OCN)	Closed	Client Support	nyax	gstone
207719	install/update examsoft: Medium (Campus: OCN)	Closed	Client Support	mfore	gstone
207720	Can't log in to MCC8D9DJH2: Medium (Campus: OCN)	Closed	Client Support	sdeineh	jringer
207730	Software registration: Low (Campus: OCN)	Closed	Client Support	dtraykova	hpennerman
207731	No help received yet! Canvas studio issue on computer: Critical (Campus: OFF SITE)	Closed	Client Support	jcord	LWhite
207734	Dell Computer: Low (Campus: OCN)	Closed	Client Support	pababbitt	kmezquita
207735	Printer Issues: Medium (Campus: CLC)	Closed	Client Support	usixtoavendano	dlambert
207740	COVID-19 Equipment Request Approved - ekiyochi - Microphone_Amplifier Set	Closed	Client Support	ekiyochi	[NONE]
207744	Printer - CLCP8: Critical (Campus: CLC)	Closed	Client Support	mbucio	dlambert
207755	Computer Screen Tilted to Right: Low (Campus: OCN)	Closed	Client Support	arodriguez	[NONE]
207760	Install monitors on swivel arms: Medium (Campus: OCN)	Closed	Client Support	DLedet	gstone
207762	CLC Staff Lounge PC to printer?: High (Campus: CLC)	Closed	Client Support	ltisdale	dlambert
207764	Connection refused error message when printing : High (Campus: OCN)	Closed	Client Support	mfore	mtvalente
207768	Laptop not updating time due to needing Administrator level access	Closed	Client Support	mzepeda	LWhite
207773	Docking Station: Low (Campus: OCN)	Closed	Client Support	ktsmith	gstone
207780	Please check out Music Computers: Critical (Campus: OCN)	Closed	Client Support	JMcKinley	mtvalente
207781	Please checkout Computers for Music: Critical (Campus: OCN)	Closed	Client Support	JMcKinley	mtvalente
207785	Check computer in 3102: Medium (Campus: OCN)	Closed	Client Support	LMiller	kmezquita
207790	Employee: Astorga (Desktop Computer)	Closed	Client Support	jbanks	amacdonald
207814	Sound and Printer Help: Critical (Campus: OCN)	Closed	Client Support	mmccaffery	dewilliamson
207816	VPN access: High (Campus: OFF SITE)	Closed	Client Support	ltrescott	[NONE]
207817	ScanSnap/ Adobe PDF/ Teams: Medium (Campus: OCN)	Closed	Client Support	raustinrivera	gstone
207821	Problems with Adobe Acrobat Pro DC: High (Campus: OCN)	Closed	Client Support	dadavis	kmezquita
207824	Set up Computer Monitor: Critical (Campus: OCN)	Closed	Client Support	mlissner	mtvalente
207825	anthony maciels macbook pro	Closed	Client Support	mtvalente	mtvalente
207826	ning chiao hsu imac	Closed	Client Support	nhsu	mtvalente

207827	ekiyochi	Closed	Client Support	ekiyochi	mtvalente
207828	Add Printer in T110 to list of active printers: Medium (Campus: OCN)	Closed	Client Support	rfalero	kmezquita
207829	Chariot Computer and Printer: High (Campus: OCN)	Closed	Client Support	depayton	gstone
207830	Outlook: Critical (Campus: OCN)	Closed	Client Support	depayton	gstone
207833	Laptop screen flickering: Low (Campus: OCN)	Closed	Client Support	jhartzell	hpennerman
207834	Help setting up ethernet: Low (Campus: OCN)	Closed	Client Support	jclifton	mtvalente
207836	Printer Access: High (Campus:)	Closed	Client Support	tsharp	kmezquita
207837	Printer Set Up for Billy Gunn in OC2706: High (Campus:)	Closed	Client Support	tsharp	mtvalente
207839	SAN issue: No audio output devices found	Closed	Client Support	jschlueter	RPeregrino
207840	3700p3 printer : Critical (Campus: OCN)	Closed	Client Support	dcummins	gstone
207844	Adobe access and downloaded to the desktop: High (Campus: OCN)	Closed	Client Support	eleguizamo	gstone
207854	Jonathan's Office Printer Not Working : High (Campus:)	Closed	Client Support	tsharp	gstone
207858	Printer & Television: Low (Campus: OCN)	Closed	Client Support	kbebout	kmezquita
207860	Unable to use Zoom (attached VM)	Closed	Client Support	cbretado	kmezquita
207863	Update/Renew the Software - TI Smartview Emulator and JMP: High (Campus: OCN)	Closed	Client Support	mdahle	dlambert
207865	MCC6WM9S22 Computer Shutting Off By Itself: High (Campus: OCN)	Closed	Client Support	depayton	gstone
207866	Chemistry Laptops: Medium (Campus: OCN)	Closed	Client Support	mpark	dewilliamson
207878	Printer and computer: Medium (Campus: OCN)	Closed	Client Support	kscaife	kmezquita
207880	ADD Printer: Medium (Campus: CLC)	Closed	Client Support	somartinez	dlambert
207881	Computer Login Issues: Medium (Campus: OCN)	Closed	Client Support	j.sneary	kmezquita
207885	Laptop Replacement	Closed	Client Support	sfallstrom	dewilliamson
207911	Loaner Desktop : Critical (Campus: OCN)	Closed	Client Support	tsisario	gstone
207922	HDMI cable: High (Campus: OCN)	Closed	Client Support	ltrescott	[NONE]
207928	Install curved monitor: Medium (Campus: OCN)	Closed	Client Support	mina.hernandez	gstone
207930	Install curved monitor: Medium (Campus: OCN)	Closed	Client Support	mina.hernandez	gstone
207944	Adobe Stopped Working	Closed	Client Support	jlrodriguez	mtvalente
207945	Unable to print	Closed	Client Support	smyers	RPeregrino
207958	Service MCC 38192, MCC36484, MCC36482: High (Campus: OCN)	Closed	Client Support	jbanks	mtvalente
207966	Office Computer Slow/ Programs Freeze: Critical (Campus: OCN)	Closed	Client Support	SBailey	dewilliamson
207969	Logged Out and Can't Access Adobe Software on 4610 Instructor Station: High (Campus: OCN)	Closed	Client Support	kcleveland	kmezquita
207978	3/1/2022 : DEPARTING EMPLOYEE: Hundhausen	Closed	Client Support	jperezcorona	amacdonald
207981	Employee: Hosley (Desktop Computer)	Closed	Client Support	talves	amacdonald
207985	3/1/2022 : DEPARTING EMPLOYEE: Silva	Closed	Client Support	jperezcorona	amacdonald
207991	5/28/2022 : DEPARTING EMPLOYEE: Zimmerman	Closed	Client Support	ltisdale	a.hill
208005	Connect to printer: Medium (Campus: OCN)	Closed	Client Support	mrybicki	gstone
208006	ScanSnap Updates: High (Campus: OCN)	Closed	Client Support	jbanks	mtvalente
208010	Computer: Domain/login issue	Closed	Client Support	bastorga	kmezquita
208013	New Laptop PO 2100080	Closed	Client Support	ssourivanh	mtvalente
208014	Monitor & Docking Station installation: High (Campus: OCN)	Closed	Client Support	sdean	mtvalente
208021	Mouse not working: Low (Campus: CLC)	Closed	Client Support	GLopez	dlambert
208024	Help Desk backup laptop	Closed	Client Support	rmagyar	dewilliamson

208027	Outlook authentication error/entire AD account locked out	Closed	Client Support	sshaunak	gstone
208029	Excel : High (Campus: CLC)	Closed	Client Support	somartinez	dlambert
208038	MS applications not working correctly. Computer running really slow: Critical	Closed	Client Support	bschaeffer	mtvalente
208040	Laptops Need to Updated for Any Critical Software, Etc.: Critical (Campus: OC	Closed	Client Support	jbanks	mtvalente
208044	MCC36486 Needs to Be Updated, Sign In Options Changed: High (Campus: O	Closed	Client Support	jbanks	mtvalente
208045	kbebout / csharp business ipads	Closed	Client Support	mtvalente	mtvalente
208055	New Laptop: Low (Campus: OCN)	Closed	Client Support	ktsmith	kmezquita
208056	Uninstall Visual Studio 2022 and install Visual Studeio 2019: Critical (Campus	Closed	Client Support	zgardiner	dewilliamson
208057	MCC4PZQR33 Won't Print to 3400P11: High (Campus: OCN)	Closed	Client Support	jbanks	mtvalente
208061	MCC35096 not working, needs to be serviced: High (Campus: OCN)	Closed	Client Support	jbanks	mtvalente
208069	Monitor and Docking Station Installation: High (Campus: OCN)	Closed	Client Support	hwalker	mtvalente
208070	2nd MONITOR INSTALLATION: Medium (Campus: CLC)	Closed	Client Support	smartinez	a.hill
208076	Canvas Studio Software Install: High (Campus: SAN)	Closed	Client Support	rbond	RPeregrino
208080	Scanner is not working: Medium (Campus: OCN)	Closed	Client Support	csingleton	mtvalente
208085	Issues logging into SAN404 classroom computer	Closed	Client Support	JThomford	RPeregrino
208091	Install Branded Fonts: High (Campus: OCN)	Closed	Client Support	swalker	dewilliamson
208093	Computers connect to printer in 2269: High (Campus: OCN)	Closed	Client Support	lgreenwald	dewilliamson
208096	Install latest version of Adobe Acrobat DC: Medium (Campus: OCN)	Closed	Client Support	jperezcorona	kmezquita
208099	Printer installation: Medium (Campus: OCN)	Closed	Client Support	gdepies	dewilliamson
208100	Editing Office documents on my office Mac	Closed	Client Support	lLuengo	gstone
208101	Repair or replace printer: High (Campus: OCN)	Closed	Client Support	vdibenedetto	mtvalente
208107	Unable to access iLINUX: Low (Campus:)	Closed	Client Support	mzepeda	kmezquita
208108	Upgrade Microsoft Programs on laptop: Low (Campus: OCN)	Closed	Client Support	mzepeda	LWhite
208110	Update FireFox on my Desktop - Requires Elevated Permissions: High (Campu	Closed	Client Support	zgardiner	dewilliamson
208118	Zooming my Logitech BRIO: Low (Campus: OCN)	Closed	Client Support	mina.hernandez	mtvalente
208119	Error Code on Computer: Medium (Campus: OCN)	Closed	Client Support	j.sneary	dewilliamson
208122	Staff laptop is not working: Critical (Campus: SAN)	Closed	Client Support	k.king	RPeregrino
208123	Zoom issue -- class starting	Closed	Client Support	hravanbaksh	mtvalente
208124	Adobe Acrobat license expired: High (Campus:)	Closed	Client Support	mmorales	gstone
208125	Printer Queue: Medium (Campus: OCN)	Closed	Client Support	bastorga	kmezquita
208127	Tableau rendering issues on laptop: Medium (Campus: OFF SITE)	Closed	Client Support	ltrescott	dewilliamson
208133	new Faculty- needs computer for his OC office: High (Campus: OCN)	Closed	Client Support	mkendall	gstone
208134	Temporary Monitor: High (Campus: OCN)	Closed	Client Support	sncarpenter	gstone
208139	Install of Monitor and Laptop Dock: Low (Campus: OCN)	Closed	Client Support	sharrington	kmezquita
208140	Student Use Computers - No Internet: Critical (Campus: OCN)	Closed	Client Support	ckinnon	dewilliamson
208142	Connecting to a printer: High (Campus: OCN)	Closed	Client Support	lshoukry	mtvalente
208143	Adobe PDF limitations: Low (Campus: CLC)	Closed	Client Support	DLedet	[NONE]
208145	Capstone 2.4.0: Low (Campus: SAN)	Closed	Client Support	charrison	RPeregrino
208146	Issue w/ Computer and Sound System: High (Campus: OCN)	Closed	Client Support	ewilliams	kmezquita
208147	I can't print: High (Campus: CLC)	Closed	Client Support	mdesouza	[NONE]
208155	Computer keeps restarting: High (Campus: CLC)	Closed	Client Support	oramirez	dlambert

208157	Connect computer to desk mount: Low (Campus: CLC)	Closed	Client Support	oramirez	dlambert
208159	Setup Scan to email: Medium (Campus: OCN)	Closed	Client Support	gdepies	gstone
208160	Library Loaned Laptop Clock is wrong: Medium (Campus: Online)	Closed	Client Support	mohnstad	gstone
208167	Audio Port Dosn't Work: High (Campus: OCN)	Closed	Client Support	MHaynie	mtvalente
208177	eva brown cable management	Closed	Client Support	mtvalente	mtvalente
208192	POLICE CHANGE PRINTER WONT CLEAR QUEUE: Critical (Campus: OCN)	Closed	Client Support	macastillo	dewilliamson
208199	Adobe Acrobat DC Activation: Medium (Campus: OCN)	Closed	Client Support	jclifton	jringer
208204	District Computer Shutting Down: Critical (Campus: OCN)	Closed	Client Support	depayton	gstone
208205	Ceci's Mac desktop	Closed	Client Support	amacdonald	mtvalente
208206	MacBook needs updating: Medium (Campus: OCN)	Closed	Client Support	lpowers	mtvalente
208208	MAC39330 Not Operational: High (Campus: OCN)	Closed	Client Support	depayton	gstone
208209	Please add Printer: High (Campus: OCN)	Closed	Client Support	mmeyerholtz	kmezquita
208210	Adobt not working: Critical (Campus: OCN)	Closed	Client Support	mchoi	mtvalente
208217	Dymo label maker is not working: High (Campus: OCN)	Closed	Client Support	lshoukry	dewilliamson
208223	eva brown monitor swap	Closed	Client Support	mtvalente	mtvalente
208224	ipad jamf force allow cookies	Closed	Client Support	mtvalente	mtvalente
208225	update faculty mac in 4622 offices (2)	Closed	Client Support	mtvalente	mtvalente
208227	4622 instructor station zoom	Closed	Client Support	mtvalente	mtvalente
208228	hayley in HR couldnt log in	Closed	Client Support	mtvalente	mtvalente
208229	Softwared Update Needed - Chase Bank Sanner: High (Campus: OCN)	Closed	Client Support	rguzman	mtvalente
208230	Computers working slow: High (Campus: SAN)	Closed	Client Support	dmunshower	RPeregrino
208234	check computer : Medium (Campus: SAN)	Closed	Client Support	bkessab	[NONE]
208237	Testing CAPP comuputer new Printer connectivity: Medium (Campus: OCN)	Closed	Client Support	czafralopez	dewilliamson
208244	Adobe License Issue: Medium (Campus: OCN)	Closed	Client Support	ctarman	mtvalente
208256	Update Zoom: Low (Campus: OCN)	Closed	Client Support	gwaite	mtvalente
208257	County Oracle: Critical (Campus: OFF SITE)	Closed	Client Support	mfrakes	dewilliamson
208259	Computer Rebooting, now won't customize	Closed	Client Support	kturpin	gstone
208260	Adobe Creative Cloud update required: Low (Campus: OCN)	Closed	Client Support	svasquez	gstone
208265	Setup new doc station&monitor-set printer/scanner access: Medium (Campus: OCN)	Closed	Client Support	svasquez	gstone
208266	Sign in Computers Turning On: Low (Campus: OCN)	Closed	Client Support	apaopao	[NONE]
208267	Set up Cisco Unity software on my laptop to use remotely: Low (Campus: OCN)	Closed	Client Support	svasquez	kmezquita
208270	Toner cartridge issue: High (Campus: CLC)	Closed	Client Support	ltisdale	dlambert
208273	Instatll software: Medium (Campus: OCN)	Closed	Client Support	kpeck	LWhite
208275	Notification of Laptop details incorrect in security notification: Low (Campus: OCN)	Closed	Client Support	svasquez	[NONE]
208278	Printing from iPad: Medium (Campus: OCN)	Closed	Client Support	mfalker	mtvalente
208289	Desktop Keeps Shutting Down: High (Campus: OCN)	Closed	Client Support	GSipman	kmezquita
208317	Employee: Faust (Desktop Computer)	Closed	Client Support	ltemplin	[NONE]
208319	Can't Print: Critical (Campus: OCN)	Closed	Client Support	stuisee	kmezquita
208320	Share Drive: Medium (Campus:)	Closed	Client Support	somartinez	dlambert
208322	Ipad-zoom-sharing screen-ethernet cord: High (Campus: OCN)	Closed	Client Support	mkendall	mtvalente
208324	Need Ethernet cable and a Hub: Critical (Campus: OCN)	Closed	Client Support	lnakamura	mtvalente

208328	Install Calculator: High (Campus: CLC)	Closed	Client Support	mbucio	dlambert
208334	Computer access: Critical (Campus: OCN)	Closed	Client Support	idikau	[NONE]
208335	install gopro webcam: Medium (Campus: OCN)	Closed	Client Support	lhernandez	gstone
208338	Payroll Printer Needs Fuser: Medium (Campus: OCN)	Closed	Client Support	mmccaffery	mtvalente
208340	Global Protect Unreliable message: Medium (Campus: OCN)	Closed	Client Support	svasquez	jringer
208344	Requesting new charging cord for laptop: Critical (Campus: OFF SITE)	Closed	Client Support	azamora	gstone
208345	Update Tableau: High (Campus: OCN)	Closed	Client Support	ltrescott	dewilliamson
208346	Replace or repair printer: High (Campus: OCN)	Closed	Client Support	LMiller	kmezquita
208347	Power Point not working: Critical (Campus: SAN)	Closed	Client Support	klaggner	jringer
208348	Power Point not working: Critical (Campus: SAN)	Closed	Client Support	klaggner	RPeregrino
208354	surplus Honors tablet	Closed	Client Support	mtvalente	mtvalente
208361	Employee: Bustamante (Desktop Computer)	Closed	Client Support	thelmstreit	RPeregrino
208373	Connecting Instructor Station to 4606 Color Printer: Critical (Campus: OCN)	Closed	Client Support	cdieguez	kmezquita
208378	Office MAC Extremely Slow: High (Campus: OCN)	Closed	Client Support	GMeinhold	mtvalente
208380	Install request i1Profiler v3.1.1: Medium (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
208382	3/5/2022 : DEPARTING EMPLOYEE: Nouraini	Closed	Client Support	mkendall	[NONE]
208387	3/5/2022 : DEPARTING EMPLOYEE: Krezoski	Closed	Client Support	mkendall	[NONE]
208390	Need Printer connected: High (Campus: OCN)	Closed	Client Support	thosley	hpennerman
208392	COVID-19 Equipment Request Returned - pababbitt - Desktop for Robyjean Bi	Closed	Client Support	pababbitt	amacdonald
208395	Cortex XDR extension authorization: Medium (Campus: OCN)	Closed	Client Support	ebautista	mtvalente
208402	Install Adobe Pro : Low (Campus: OCN)	Closed	Client Support	sharrington	gstone
208405	Library laptops need updating: High (Campus: SAN)	Closed	Client Support	scassetti	RPeregrino
208406	Set up laptoB/additional software/drives/ printers: Medium (Campus: OCN)	Closed	Client Support	bschaeffer	mtvalente
208407	Second monitor not working: Medium (Campus: OCN)	Closed	Client Support	amoore	hpennerman
208408	ScanSnap: High (Campus: OCN)	Closed	Client Support	dhaemig	jringer
208409	MathType: High (Campus: OFF SITE)	Closed	Client Support	abeltran-aguilar	[NONE]
208415	Computer Running Extremely Slow: Critical (Campus: OCN)	Closed	Client Support	stuiSee	mtvalente
208422	Getting a strange message in teams: Critical (Campus:)	Closed	Client Support	kmarquardt	mtvalente
208423	Adobe Software and Soft Phone Access: High (Campus: OCN)	Closed	Client Support	arodriguez	RPeregrino
208424	EAA Client App Installation: High (Campus: OCN)	Closed	Client Support	arodriguez	kmezquita
208435	John Guth Email Password	Closed	Client Support	cwelsh	jringer
208436	Printer 100P1 and 100P2 to be installed on MCC38009: Critical (Campus: SAN)	Closed	Client Support	mkhalaj	RPeregrino
208437	Speaker on Computer isn't working. : Critical (Campus:)	Closed	Client Support	tshaw	gstone
208440	Un-install Visual Studio 2013 and Install VS 2019: Low (Campus: OCN)	Closed	Client Support	zgardiner	dewilliamson
208442	Frozen computer: Low (Campus: OCN)	Closed	Client Support	swang	jringer
208443	download of notepad on my computer and laptop: High (Campus: OCN)	Closed	Client Support	csingleton	LWhite
208445	Loaned MCC Laptop will not recognize USB after plugged in	Closed	Client Support	kvilchez	RPeregrino
208447	Printer issues: High (Campus: OCN)	Closed	Client Support	mina.hernandez	mtvalente
208448	Creative Cloud_Aragon: High (Campus: CLC)	Closed	Client Support	mbucio	jringer
208449	Creative Cloud_Pili: High (Campus: CLC)	Closed	Client Support	mbucio	jringer
208451	3/9/2022 : DEPARTING EMPLOYEE: Arce	Closed	Client Support	DLedet	amacdonald

208459	Honors Lounge Display TV/Computer: Medium (Campus: OCN)	Closed	Client Support	elurenana	kmezquita
208462	Printer Setup?: High (Campus: OCN)	Closed	Client Support	kcoutts	LWhite
208463	Connect bluetooth headset and mount computer on arm: High (Campus: OCN)	Closed	Client Support	ybalcazar	gstone
208471	Computer Not Going to Print: Critical (Campus: OCN)	Closed	Client Support	twilliams	RPeregrino
208472	Computer fan constantly running: Low (Campus: CLC)	Closed	Client Support	bdaniels	dlambert
208473	Employee: McCarter (Webber) (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
208483	Employee: Guzman (Desktop Computer)	Closed	Client Support	ltemplin	amacdonald
208484	Employee: Faust (Desktop Computer)	Closed	Client Support	ltemplin	amacdonald
208490	Install Java 14+ JRE for Charity Singleton	Closed	Client Support	mstramaglia	dewilliamson
208497	Computer off network?: Critical (Campus: OCN)	Closed	Client Support	abarragan	mtvalente
208498	france cruz updates	Closed	Client Support	mtvalente	mtvalente
208499	T210-14 Remove desktop and install 2 monitors: Medium (Campus: OCN)	Closed	Client Support	ltemplin	kmezquita
208500	alex karvounis set up printer	Closed	Client Support	mtvalente	mtvalente
208501	cristi in PIO needed software removed	Closed	Client Support	mtvalente	mtvalente
208502	mandy frakes connection to chase bank scanner	Closed	Client Support	mtvalente	mtvalente
208503	3/5/2022 : DEPARTING EMPLOYEE: Feist	Closed	Client Support	ltisdale	amacdonald
208513	Computer / Printer : High (Campus: OCN)	Closed	Client Support	aperez	gstone
208520	POLICE CHANGE: Critical (Campus: OCN)	Closed	Client Support	macastillo	dewilliamson
208521	Trouble Connecting to Global Connect/VPN: High (Campus:)	Closed	Client Support	hwalker	gstone
208524	Laptop doesn't detect and additional monitor: Low (Campus: OCN)	Closed	Client Support	svasquez	kmezquita
208528	Unable to Print: Critical (Campus: OCN)	Closed	Client Support	tjackson	kmezquita
208529	Outlook issue	Closed	Client Support	jjulius	kmezquita
208531	Laptop	Closed	Client Support	arlenehernandez	gstone
208540	PO 22000360	Closed	Client Support	amacdonald	kmezquita
208544	Hook Up Printer: High (Campus: OCN)	Closed	Client Support	mfore	mtvalente
208545	Bluetooth option - SAN workstation: Medium (Campus: SAN)	Closed	Client Support	jhigginbotham	RPeregrino
208548	Outlook not working: High (Campus: OCN)	Closed	Client Support	sdean	LWhite
208554	Chemistry Laptops: Medium (Campus: SAN)	Closed	Client Support	mpark	RPeregrino
208556	Connect wacom writing tool to my desktop: High (Campus: OCN)	Closed	Client Support	tbolanos	kmezquita
208557	Request equipment : Critical (Campus: CLC)	Closed	Client Support	charris	[NONE]
208561	Computer not working: Critical (Campus: OCN)	Closed	Client Support	kscaife	gstone
208564	Update Firefox Browser in OC4610: Medium (Campus: OCN)	Closed	Client Support	kcleveland	mtvalente
208573	Scansnap and printers: Medium (Campus: OCN)	Closed	Client Support	bschaeffer	kmezquita
208578	IE and EEA: Critical (Campus: OFF SITE)	Closed	Client Support	mfrakes	LWhite
208579	Request to connect to printer: High (Campus: OCN)	Closed	Client Support	lshoukry	gstone
208581	SketchUp files default opening in Adobe Dimension	Closed	Client Support	cboehm	dewilliamson
208586	Computer not starting: High (Campus: OCN)	Closed	Client Support	mking	kmezquita
208590	Install scansnap software on laptop: Low (Campus: OCN)	Closed	Client Support	cburrola	kmezquita
208610	unable to log in: Critical (Campus: OCN)	Closed	Client Support	mdear	kmezquita
208611	Need Docking Stating and Monitors set up - Remove old desktop CPU: Low (Campus: OCN)	Closed	Client Support	rguzman	gstone
208612	Reconfigure laptop to student worker: Low (Campus: OCN)	Closed	Client Support	lshoukry	mtvalente

208613	*POLICE CHANGE* Install APC Unit: High (Campus: OCN)	Closed	Client Support	nyax	dewilliamson
208615	Access to Shared Drive: Critical (Campus:)	Closed	Client Support	mreeve	RPeregrino
208618	Need EAA Client setup for County Oracle Website: High (Campus: OCN)	Closed	Client Support	rguzman	dewilliamson
208619	Lost Some Network Access and Laptop Rebooting Randomly: Critical (Campus:)	Closed	Client Support	MHaynie	gstone
208623	Cisco Phone app, Scansnap and Oracle EAA Client (County access) installation	Closed	Client Support	cundan	LWhite
208624	COVID-19 Equipment Request Returned - aprasad - At Home Equipment	Closed	Client Support	APrasad	amacdonald
208625	Laptop for Phil: Low (Campus: OCN)	Closed	Client Support	rmueller	amacdonald
208627	Scanner: Low (Campus: OCN)	Closed	Client Support	v.rodriguez	gstone
208630	COVID-19 Equipment Request Approved - mfrakes - Softphone install	Closed	Client Support	mfrakes	LWhite
208634	Employee: Carpenter (Desktop Computer)	Closed	Client Support	gdepies	amacdonald
208639	Sharedrive Access: Critical (Campus:)	Closed	Client Support	mfore	LWhite
208640	Laptop setup for remote work: Low (Campus: OCN)	Closed	Client Support	apaopao	hpennerman
208650	Adobe - serial number needed: High (Campus: OFF SITE)	Closed	Client Support	bkessab	RPeregrino
208651	Desktop needs to be replaced: Medium (Campus: OCN)	Closed	Client Support	pababbitt	dewilliamson
208652	Okta problem and set clock on computer	Closed	Client Support	mstrong	hpennerman
208653	Help setting up my laptop to dell dock and 2 monitors: Medium (Campus: OCN)	Closed	Client Support	csingleton	gstone
208654	OC3609 10a: reconnect HDMI to PC for class	Closed	Client Support	kmezquita	kmezquita
208657	Install Soft Phone Software on Laptop: Medium (Campus: OCN)	Closed	Client Support	evbrown	LWhite
208662	Driver install for Epson scanner: High (Campus: OCN)	Closed	Client Support	mbourne	kmezquita
208664	Replace Belt unit-maintenace kit for Printer: Medium (Campus: OCN)	Closed	Client Support	mkendall	kmezquita
208667	Dragon professional software not working: High (Campus: OCN)	Closed	Client Support	ellesmith	gstone
208669	Dell 5130cdn Printer keeps jamming: Medium (Campus: OCN)	Closed	Client Support	mkendall	kmezquita
208675	Epson printer profiles missing: Critical (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
208677	Installation of Citrix Workspace installed: Critical (Campus: OCN)	Closed	Client Support	csingleton	kmezquita
208682	Install Softphone on Laptop : Medium (Campus:)	Closed	Client Support	pleblanc	RPeregrino
208684	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	JWashabaugh	hpennerman
208689	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	mdahle	hpennerman
208695	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	cbanks	hpennerman
208696	Employee Account Set up for new laptop: High (Campus: OCN)	Closed	Client Support	jperezcorona	hpennerman
208698	Printer Drivers not on new device: High (Campus: OCN)	Closed	Client Support	sfallstrom	hpennerman
208699	Adobe and Browser updates required -- cannot grade student work without t	Closed	Client Support	tbolanos	mtvalente
208701	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	mkeys	hpennerman
208703	Login to onsite computer	Closed	Client Support	esalinas	gstone
208704	Message seen on computer	Closed	Client Support	kbebout	kmezquita
208705	Instalation of snapscan drivers on laptop: High (Campus: OCN)	Closed	Client Support	csingleton	kmezquita
208707	Printer Connection Issues: High (Campus: OCN)	Closed	Client Support	tsisario	mtvalente
208725	3/14/2022 : DEPARTING EMPLOYEE: Rizk	Closed	Client Support	mkendall	amacdonald
208727	Tableau Error & Upgrade: Critical (Campus: OFF SITE)	Closed	Client Support	mlissner	RPeregrino
208729	Replace printer: High (Campus: OCN)	Closed	Client Support	LMiller	kmezquita
208733	still need help with issues on newly issued laptop: Critical (Campus: OFF SITE)	Closed	Client Support	mcoull	dewilliamson
208734	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	ccarlsson	hpennerman

208736	SARS Tools installed on desktop: Medium (Campus: OCN)	Closed	Client Support	JWashabaugh	mtvalente
208737	New Laptop will not remot into my desck top comp. : Medium (Campus: OCN)	Closed	Client Support	mturner	gstone
208743	3/15/2022 : DEPARTING EMPLOYEE: Bligh	Closed	Client Support	abarragan	amacdonald
208745	Unable to log on to computer: Critical (Campus: OCN)	Closed	Client Support	azamora	gstone
208747	3/2/2022 : DEPARTING EMPLOYEE: Jaykus	Closed	Client Support	tfishinger	amacdonald
208759	Computer error - Blue screen - Restart error: Critical (Campus: OCN)	Closed	Client Support	csingleton	hpennerman
208761	main printer not working: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	mtvalente
208762	Tableau 3.8 Installation: High (Campus: OFF SITE)	Closed	Client Support	kcoutts	RPeregrino
208767	Software installation: Low (Campus: OCN)	Closed	Client Support	ataccone	LWhite
208770	Admin approval for External camera plugin: Medium (Campus: OFF SITE)	Closed	Client Support	akarvounis	RPeregrino
208771	new Ipad cart-install- connect: Medium (Campus: OCN)	Closed	Client Support	mkendall	mtvalente
208778	How to return equipment	Closed	Client Support	JFoster	hpennerman
208785	Replace Computers: High (Campus: OCN)	Closed	Client Support	mking	dewilliamson
208786	Update Computer: High (Campus: OCN)	Closed	Client Support	mking	mtvalente
208787	Adding Office Desktop Apps: High (Campus: OCN)	Closed	Client Support	greyes	gstone
208788	Laptop Software Install: Medium (Campus: OCN)	Closed	Client Support	ctarman	dewilliamson
208789	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	tvu	hpennerman
208795	cannot access e-mail: High (Campus: OCN)	Closed	Client Support	amoore	RPeregrino
208798	Shared Drive- Connection/Password: High (Campus:)	Closed	Client Support	tpuccio	RPeregrino
208801	Global Connect not connecting: Medium (Campus:)	Closed	Client Support	pleblanc	gstone
208805	Issue with APC Unit at College Police	Closed	Client Support	kvasquez3	dewilliamson
208806	MCCLABS409WTEC has no internet access: Critical (Campus: SAN)	Closed	Client Support	avu	RPeregrino
208807	Reassign Computer : Low (Campus: OCN)	Closed	Client Support	evbrown	gstone
208810	COVID-19 Equipment Request Returned - rmagyar - Equipment required for r	Closed	Client Support	rmagyar	dewilliamson
208811	Recurring PopUp: Medium (Campus: OCN)	Closed	Client Support	carce	gstone
208812	Activate Microsoft Office & Change default program: Critical (Campus: OCN)	Closed	Client Support	cdieguez	dewilliamson
208813	Adobe DC tools: High (Campus: OCN)	Closed	Client Support	hsanchez	LWhite
208817	COVID-19 Equipment Request Returned - svasquez - Laptop	Closed	Client Support	svasquez	hpennerman
208823	Issue with softphone: "reorder"	Closed	Client Support	rmagyar	dewilliamson
208825	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	spultz	dewilliamson
208826	Tableau Upgrade: Medium (Campus: OCN)	Closed	Client Support	jclifton	RPeregrino
208827	Replace keyboard: High (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
208828	Laptop not working... (operating system): Critical (Campus: OFF SITE)	Closed	Client Support	aburman	RPeregrino
208829	Log into Asha Prasad's previous laptop for Bill Faust: High (Campus: OCN)	Closed	Client Support	ltemplin	gstone
208833	Brent Murray Microsoft Office license: Medium (Campus: OCN)	Closed	Client Support	jcrast	RPeregrino
208834	Laptop Repair: Low (Campus: OCN)	Closed	Client Support	ekeene	hpennerman
208847	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	swang	hpennerman
208848	One Drive Help: Medium (Campus: OCN)	Closed	Client Support	bschaeffer	gstone
208852	Install drivers for Scan Snap S1500: Medium (Campus: OCN)	Closed	Client Support	jgrizzle	RPeregrino
208855	Upload Adobe InDesign to laptop & Update Teams on laptop: Medium (Campus: OCN)	Closed	Client Support	gpartlow	hpennerman
208857	Replace Computers: High (Campus: OCN)	Closed	Client Support	mking	dewilliamson

208859	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	c.martin	hpennerman
208860	Update Adobe Programs: Critical (Campus: OCN)	Closed	Client Support	Autumn Hill	dewilliamson
208867	add software for ScanSnap on my new laptop w/ docking station: High (Campus: OCN)	Closed	Client Support	svasquez	hpennerman
208875	4526 Instructor Station: Critical (Campus: OCN)	Closed	Client Support	rfrench	dewilliamson
208881	3/17/2022 : DEPARTING EMPLOYEE: Anderson	Closed	Client Support	bkessab	amacdonald
208885	3/17/2022 : DEPARTING EMPLOYEE: Drangmeister	Closed	Client Support	bkessab	amacdonald
208891	3/17/2022 : DEPARTING EMPLOYEE: Martinez	Closed	Client Support	bkessab	amacdonald
208893	3/17/2022 : DEPARTING EMPLOYEE: Mogil	Closed	Client Support	bkessab	amacdonald
208897	Headphones not connecting : Critical (Campus: OCN)	Closed	Client Support	mfore	gstone
208898	Firewall issue: High (Campus: OFF SITE)	Closed	Client Support	ltrescott	RPeregrino
208899	4803B Computer Issues	Closed	Client Support	amacdonald	dewilliamson
208903	Laptop Locked: Medium (Campus: OCN)	Closed	Client Support	talves	dewilliamson
208904	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	cbazan	hpennerman
208907	No Bluetooth : Low (Campus: OCN)	Closed	Client Support	kscaife	dewilliamson
208910	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	aalvo	hpennerman
208912	honors tv - set up thawspace for student use	Closed	Client Support	mtvalente	mtvalente
208913	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	mkhalaj	hpennerman
208914	help printing issue of .jpg for 3622 for Fao	Closed	Client Support	mtvalente	mtvalente
208917	beth powell macbook air	Closed	Client Support	mtvalente	mtvalente
208918	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	smehta	hpennerman
208920	COVID-19 Equipment Request Returned - aalessi - webcam and headset	Closed	Client Support	aalessi	[NONE]
208921	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	gmendoza	hpennerman
208922	added property & instructions label to all 2011 laptops	Closed	Client Support	mtvalente	mtvalente
208924	Install Software on Library Loaned Computer: High (Campus: OCN)	Closed	Client Support	hcohngeltner	RPeregrino
208926	need to update Adobe and get sound to monitor: High (Campus: OCN)	Closed	Client Support	rwaller	hpennerman
208927	William Faust unable to set up Outlook App on his desktop: Medium (Campus: OCN)	Closed	Client Support	ltemplin	LWhite
208931	Add printer to instructor stations: Medium (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
208932	RE: Computer Replacement MCC8DHCJH2	Closed	Client Support	johnnphillips	dewilliamson
208935	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	adefreitas	hpennerman
208936	VideoPoint Upgrade Physics Lab	Closed	Client Support	lhernandez	dewilliamson
208939	Employee: Schlueter (Desktop Computer)	Closed	Client Support	mvivar	RPeregrino
208946	Employee: Wish (Desktop Computer)	Closed	Client Support	mvivar	RPeregrino
208959	Laptop Checkout: Critical (Campus: OCN)	Closed	Client Support	jbanks	dewilliamson
208960	surplus 2 ipads	Closed	Client Support	mtvalente	mtvalente
208963	3706WLAP12 Laptop Needs Update to Staff Laptop: High (Campus: OCN)	Closed	Client Support	jbanks	LWhite
208967	Laptop repair: Critical (Campus: OCN)	Closed	Client Support	carlosrodriguez	dewilliamson
208970	Employee: Warner (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
208974	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	davidbernabe	hpennerman
208977	MobileOutlook app how to add ilrc@miracosta.edu to my lcardenas@miracosta.edu	Closed	Client Support	lcardenas	RPeregrino
208982	Employee: Peters (Desktop Computer)	Closed	Client Support	mkendall	amacdonald
208987	COVID-19 Equipment Request Returned - mmeyerholtz - Laptop for remote work	Closed	Client Support	mmeyerholtz	[NONE]

208991	District Desktop: Critical (Campus: OCN)	Closed	Client Support	depayton	[NONE]
208994	Adobe Acrobat: Low (Campus: OCN)	Closed	Client Support	pababbitt	LWhite
208995	Admin Access for SARS install: Medium (Campus: OCN)	Closed	Client Support	apaopao	hpennerman
209005	Outlook desktop app will no longer open on my remote work computer MCCO	Closed	Client Support	jleon	RPeregrino
209007	m mccaferry connect to 1000p20	Closed	Client Support	mmccaferry	mtvalente
209011	Fix Computer: Medium (Campus: SAN)	Closed	Client Support	aquandt	RPeregrino
209012	Need lab computers hooked up to printer: High (Campus: OCN)	Closed	Client Support	lcargile	kmezquita
209013	Fix Monitor Arm: Low (Campus: SAN)	Closed	Client Support	aquandt	RPeregrino
209014	Add New Keyboard: Low (Campus: SAN)	Closed	Client Support	aquandt	RPeregrino
209017	mcc38188 patch for HR	Closed	Client Support	mtvalente	mtvalente
209019	MCCF2PHVZ2 Laptop Fell, Cracked: Critical (Campus: OCN)	Closed	Client Support	jbanks	amacdonald
209020	3/18/2022 : DEPARTING EMPLOYEE: Rivas	Closed	Client Support	abarragan	[NONE]
209024	3/18/2022 : DEPARTING EMPLOYEE: Stuckert	Closed	Client Support	abarragan	[NONE]
209028	Install two monitors: High (Campus: OCN)	Closed	Client Support	dle	gstone
209034	Employee: Murray-Cruz (Desktop Computer)	Closed	Client Support	mgallardo	[NONE]
209039	3/21/2022 : DEPARTING EMPLOYEE: Eric	Closed	Client Support	mkendall	[NONE]
209042	Global Protect VPN Internet Speed test	Closed	Client Support	kwhite	hpennerman
209043	Tableau Desktop Upgrade to 2021.3.8: Critical (Campus: OFF SITE)	Closed	Client Support	charris	RPeregrino
209044	3/21/2022 : DEPARTING EMPLOYEE: Schmitt	Closed	Client Support	mkendall	[NONE]
209049	No access to "Sharedrive": High (Campus:)	Closed	Client Support	ccarlsson	dewilliamson
209052	Upgrade Tableau Desktop to 2021.3.8: Critical (Campus: OFF SITE)	Closed	Client Support	charris	RPeregrino
209059	MAC 35853 Needs MAC updates, browser updates, Office Update, etc.: Low	Closed	Client Support	kturpin	mtvalente
209060	Tableau Update: Medium (Campus: OCN)	Closed	Client Support	gbehrouzian	dewilliamson
209063	Outlook Outbox Error Code: Critical (Campus:)	Closed	Client Support	kgranza	dewilliamson
209072	Install Monitors : Medium (Campus: OCN)	Closed	Client Support	raustinrivera	gstone
209075	Java 7.0.2 Installed on my computer: Critical (Campus: OCN)	Closed	Client Support	csingleton	dewilliamson
209076	2 New Monitors and 1 Docking Station, Wireless Mouse and Keyboard: High	Closed	Client Support	arodriguez	mtvalente
209080	Assistance with Settings on Laptop for Using at Home: High (Campus: OFF SITE)	Closed	Client Support	evbrown	LWhite
209081	COVID-19 Equipment Request Returned - jringer - MAC Mini on my Desk	Closed	Client Support	jringer	mtvalente
209082	COVID-19 Equipment Request Returned - jringer - Need Computer and both M	Closed	Client Support	jringer	mtvalente
209083	Desktop Update	Closed	Client Support	jringer	kmezquita
209093	Adobe Update Required: Medium (Campus: OFF SITE)	Closed	Client Support	schap	RPeregrino
209096	Printers Don't Respond or Show in the Selections: Critical (Campus: OCN)	Closed	Client Support	ksimonds	dewilliamson
209118	1253 booth mac update	Closed	Client Support	mtvalente	mtvalente
209127	Set-up Laptop/Additoinal Software/Drives/Printers: Medium (Campus: OCN)	Closed	Client Support	CSneary	hpennerman
209128	Printer set up on my computer: Medium (Campus: OCN)	Closed	Client Support	csingleton	gstone
209133	Setup up computer for Eily in Instruction: Medium (Campus: OCN)	Closed	Client Support	gpartlow	gstone
209138	Computer won't start: Critical (Campus: OCN)	Closed	Client Support	Itemplin	kmezquita
209141	Employee: Londy (Desktop Computer)	Closed	Client Support	jbanks	[NONE]
209146	Shareddrive Added to New Laptop: High (Campus: OCN)	Closed	Client Support	raustinrivera	gstone
209149	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	cjohnson	hpennerman

209153	SharePoint - "Open with Explorer" disabled: High (Campus: OCN)	Closed	Client Support	svasquez	hpennerman
209157	Remove Computer from Desk Arm: Low (Campus: SAN)	Closed	Client Support	aquandt	hpennerman
209160	Outlook issues on new laptop: High (Campus: OCN)	Closed	Client Support	Itemplin	kmezquita
209169	Install new monitors and remove old ones: Low (Campus: CLC)	Closed	Client Support	mgrindley	hpennerman
209172	Need Global Protect on my laptop: High (Campus: OCN)	Closed	Client Support	thosley	LWhite
209174	Need to install EAA client: Critical (Campus: OCN)	Closed	Client Support	g.hansen	dewilliamson
209175	Install dual monitors : High (Campus: CLC)	Closed	Client Support	charris	kmezquita
209177	Earphones Do Not Work on New Laptop: Medium (Campus: OCN)	Closed	Client Support	arodriguez	RPeregrino
209180	Printer not working (connection issues): Medium (Campus: OCN)	Closed	Client Support	j.johnson	hpennerman
209181	Repurpose Laptop for Amy Walker-Pinneo: High (Campus: OCN)	Closed	Client Support	kbebout	mtvalente
209185	fix work zoom information: Medium (Campus: OCN)	Closed	Client Support	twhelan	[NONE]
209195	Install new computer and laptop: Medium (Campus: OCN)	Closed	Client Support	ataccone	kmezquita
209197	Office 365 Log In Issues: High (Campus: OCN)	Closed	Client Support	mmorales	gstone
209198	Laptop Request: Critical (Campus: OFF SITE)	Closed	Client Support	nyax	gstone
209199	returning desktop to campus: Low (Campus: OCN)	Closed	Client Support	apaopao	hpennerman
209200	7/13/2021 : DEPARTING EMPLOYEE: Neubauer	Closed	Client Support	dadavis	[NONE]
209204	Mounting of 2nd Monitor: Medium (Campus: OCN)	Closed	Client Support	kcoutts	dewilliamson
209205	12/31/2021 : DEPARTING EMPLOYEE: Al Ajrawi	Closed	Client Support	dadavis	[NONE]
209215	Test: Medium (Campus: OCN)	Closed	Client Support	amacdonald	amacdonald
209217	4/6/2022 : DEPARTING EMPLOYEE: Cueva	Closed	Client Support	mmeyerholtz	[NONE]
209231	falker mac update	Closed	Client Support	mtvalente	mtvalente
209233	H Drive not available on new laptop: Medium (Campus: OCN)	Closed	Client Support	Itemplin	LWhite
209237	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	mfarrow	hpennerman
209242	Desktop Scanner configuration: Low (Campus: OCN)	Closed	Client Support	dlove	gstone
209243	Adobe Acrobat: Medium (Campus: OCN)	Closed	Client Support	pababbitt	RPeregrino
209247	IN-SERVICE: Request #208208 MAC39330 Not Operational: High (Campus: OCN)	Closed	Client Support	depayton	gstone
209251	Install Softphone on Laptop: Medium (Campus: OFF SITE)	Closed	Client Support	cenyard	LWhite
209252	Surplus MCC7Q3LB02 Dell Computer and Monitor	Closed	Client Support	kturpin	hpennerman
209253	headphones: Critical (Campus: OCN)	Closed	Client Support	epohlert	[NONE]
209255	Set Up New Charlie's New Laptop: High (Campus: OCN)	Closed	Client Support	evbrown	kmezquita
209259	3/28/2022 : DEPARTING EMPLOYEE: Tommy	Closed	Client Support	mmeyerholtz	amacdonald
209263	4/6/2022 : DEPARTING EMPLOYEE: Hawkes	Closed	Client Support	mmeyerholtz	amacdonald
209268	3/29/2022 : DEPARTING EMPLOYEE: Aguilar	Closed	Client Support	mmeyerholtz	amacdonald
209272	Can't open Adobe Acrobat	Closed	Client Support	ILuengo	LWhite
209277	Issue with Jonathan's Computer: Critical (Campus: OCN)	Closed	Client Support	tsharp	dewilliamson
209279	Laptop : Low (Campus: OCN)	Closed	Client Support	khitchcock	gstone
209283	Can't print from my office computer	Closed	Client Support	ILuengo	LWhite
209287	Tableau Update: High (Campus: OCN)	Closed	Client Support	jclifton	RPeregrino
209301	Work station laptop setup: High (Campus: OCN)	Closed	Client Support	mdellin	mtvalente
209304	Keyboard not operating: Medium (Campus: OCN)	Closed	Client Support	mkendall	gstone
209308	install Motic Images 3.0: Medium (Campus: OCN)	Closed	Client Support	lhernandez	hpennerman

209309	cannot join MCC secure wifi: High (Campus:)	Closed	Client Support	alangager	LWhite
209317	Stretch Break has expired.: Medium (Campus: OCN)	Closed	Client Support	iphillips	gstone
209318	update and patch 1200m13	Closed	Client Support	jringer	mtvalente
209323	Transfer Desktop to Employee: High (Campus: OCN)	Closed	Client Support	evbrown	kmezquita
209326	Access needed to networked printer: High (Campus: OCN)	Closed	Client Support	mina.hernandez	gstone
209327	Partial PO 22000599 (no docking station)	Closed	Client Support	sncarpenter	a.hill
209329	Default printer: High (Campus: CLC)	Closed	Client Support	apalafox	a.hill
209330	Vision Teacher: Medium (Campus: CLC)	Closed	Client Support	apalafox	a.hill
209334	3/29/2022 : DEPARTING EMPLOYEE: Wang	Closed	Client Support	mkendall	amacdonald
209339	3/29/2022 : DEPARTING EMPLOYEE: Wilder	Closed	Client Support	mkendall	amacdonald
209343	3/29/2022 : DEPARTING EMPLOYEE: Trang	Closed	Client Support	mkendall	amacdonald
209348	4/1/2022 : DEPARTING EMPLOYEE: Faust	Closed	Client Support	ltemplin	amacdonald
209352	Printer T110P2 Not Working: Critical (Campus: OCN)	Closed	Client Support	jperezcorona	mtvalente
209354	COVID-19 Equipment Request Returned - vdibenedetto - Desktop computers	Closed	Client Support	vdibenedetto	mtvalente
209356	Installation of Docking station and monitors: Medium (Campus: OCN)	Closed	Client Support	cundan	a.hill
209361	Google Urgent pop up: Critical (Campus: OCN)	Closed	Client Support	akarvounis	gstone
209368	Replace Pharos Kiosk Computer	In Service	Client Support	jringer	kmezquita
209369	Update iMac: Low (Campus: OCN)	Closed	Client Support	rmueller	mtvalente
209373	5/20/2022 : DEPARTING EMPLOYEE: Lewis	Closed	Client Support	ltisdale	amacdonald
209376	3/28/2022 : DEPARTING EMPLOYEE: Tracey	Closed	Client Support	ltisdale	amacdonald
209382	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	jcooper	hpennerman
209383	laptop mouse pad not working: Low (Campus: OCN)	Closed	Client Support	cburrola	kmezquita
209386	3/29/2022 : DEPARTING EMPLOYEE: Foster	Closed	Client Support	cburrola	amacdonald
209414	Slow Computer : High (Campus: OCN)	Closed	Client Support	cmcfarland	mtvalente
209417	DYMO LabelWriter 450 Turbo: Medium (Campus: CLC)	Closed	Client Support	somartinez	a.hill
209419	Unable to Open DOC - pdf: Medium (Campus:)	Closed	Client Support	somartinez	LWhite
209428	Need Teams uploaded to my laptop: Medium (Campus: OCN)	Closed	Client Support	nscharff	gstone
209429	Wireless keyboard not working: High (Campus: OCN)	Closed	Client Support	nscharff	gstone
209430	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	epohlert	hpennerman
209439	Set-Up Laptop/Additional Software/Drives/Printers: High (Campus: OCN)	Closed	Client Support	jlrodriguez	kmezquita
209440	Printer Connection: High (Campus: OCN)	Closed	Client Support	mmorales	RPeregrino
209444	CLC Desktop Camtasia Upgrade: Low (Campus: CLC)	Closed	Client Support	labondanza	a.hill
209445	Printer Not Printing: Critical (Campus: OCN)	Closed	Client Support	depayton	gstone
209451	New Laptop- Outlook Error and Scanner Setup: High (Campus: OCN)	Closed	Client Support	kbebout	gstone
209454	Install/Set Up New Laptop Computer-Docking Station: Medium (Campus: OCN)	Closed	Client Support	mreeve	gstone
209456	CLC Building 200 Student Printing Kiosk Off: Critical (Campus: CLC)	Closed	Client Support	nescobedo	a.hill
209459	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	labondanza	hpennerman
209462	Printer Error - can't clear: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	hpennerman
209466	Printers not installed on new laptop and Scan Snap scanner not working: High (Campus: OCN)	Closed	Client Support	ssourivanh	gstone
209468	COVID-19 Equipment Request Returned - jcueva - Computer	Closed	Client Support	jcueva	[NONE]
209474	Softphone- Cannot make outgoing calls: High (Campus: Online)	Closed	Client Support	tsisario	RPeregrino

209475	Computer screen malfunction: High (Campus: OCN)	Closed	Client Support	dtraykova	hpennerman
209476	Load ScanSnap Software on to Laptop: High (Campus: OCN)	Closed	Client Support	evbrown	RPeregrino
209479	Password and user name: High (Campus: CLC)	Closed	Client Support	GJoiner	a.hill
209480	Mouse Missing: Low (Campus: CLC)	Closed	Client Support	GJoiner	a.hill
209482	Install headset for softphone : Medium (Campus: OFF SITE)	Closed	Client Support	cenyard	LWhite
209484	Ethernet Connections Not Working in HR Conference Room: Medium (Campus: OCN)	Closed	Client Support	evbrown	kmezquita
209487	Printer Access: High (Campus: OCN)	Closed	Client Support	evbrown	LWhite
209492	Document Cameras : Critical (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209493	Computer Internet: High (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209495	Internet_Ruth Gay: Critical (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209499	ShareDrive Access Pleas: High (Campus: OCN)	Closed	Client Support	mfore	hpennerman
209500	Replace docking station and monitors: Critical (Campus: OCN)	Closed	Client Support	g.hansen	kmezquita
209501	Access to SAN Printers and Cameras: Critical (Campus: SAN)	Closed	Client Support	glamb	RPeregrino
209508	Slow computer: High (Campus: OCN)	Closed	Client Support	ChRodriguez	LWhite
209511	Computer lab shortcuts: High (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209512	Need docking station replaced: Critical (Campus: OCN)	Closed	Client Support	arlenehernandez	kmezquita
209513	Install Softphone: Critical (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209514	Charging Issues: Critical (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209516	Connect new laptop to printer: Medium (Campus: OCN)	Closed	Client Support	gpartlow	LWhite
209521	Help access filed on H drive: Medium (Campus: CLC)	Closed	Client Support	asenigaglia	a.hill
209522	Unable to connect to Tableau Server (firewall issue?): Critical (Campus: OCN)	Closed	Client Support	jclifton	RPeregrino
209523	Connect desktop to bldg printers : High (Campus: OCN)	Closed	Client Support	arivas	RPeregrino
209533	lpowers add printer and mcc secure wifi	Closed	Client Support	mtvalente	mtvalente
209534	maren needed monitor adjustment	Closed	Client Support	mtvalente	mtvalente
209535	Set Up Laptop/Additional Software/Drives/Printers: High (Campus: OCN)	Closed	Client Support	SMuryasz	gstone
209542	erich - track down 10.1.121.113 and put cortex on it	Closed	Client Support	EDonze	mtvalente
209606	Please add printer access for Allura : High (Campus: OCN)	Closed	Client Support	j.johnson	LWhite
209612	Reference Desk Computer Computer off Network	Closed	Client Support	mohnstad	kmezquita
209614	Employee: Cassetti (Desktop Computer)	Closed	Client Support	scassetti	amacdonald
209619	Employee: Ordaz (Desktop Computer)	Closed	Client Support	scassetti	RPeregrino
209624	Monitors and docking station set up: High (Campus: OCN)	Closed	Client Support	mfrakes	mtvalente
209631	computer update and equipment connecting: High (Campus: OCN)	Closed	Client Support	edodge	kmezquita
209634	Creo software updated from v7.0 to 8.0: High (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
209637	Updating SURF Computer: Critical (Campus: OCN)	Closed	Client Support	stachibana	gstone
209641	Locked out: neither password is working	Closed	Client Support	bpalmer	kmezquita
209645	Update Laptops : Critical (Campus: OCN)	Closed	Client Support	jbanks	mtvalente
209646	MCC36483 Laptop Overheating: High (Campus: OCN)	Closed	Client Support	jbanks	kmezquita
209649	Update XD in 4610: Medium (Campus: OCN)	Closed	Client Support	kcleveland	mtvalente
209650	Adobe Cloud Install : Critical (Campus:)	Closed	Client Support	jcord	LWhite
209651	Laptop Battery Dying: High (Campus: OCN)	Closed	Client Support	nscharff	gstone
209654	Remove the Horizon Agent from VLAN 141 machines	Closed	Client Support	EDonze	dewilliamson

209657	Two Computers need to be cleaned up and or reset: Medium (Campus: OCN)	Closed	Client Support	dsexton	gstone
209658	4 Computer Carts Updates Needed: Critical (Campus: CLC)	Closed	Client Support	nescobedo	a.hill
209661	Install headset for softphone : High (Campus: OCN)	Closed	Client Support	cenyard	gstone
209685	disable powersave plesae	Closed	Client Support	ksbrown	RPeregrino
209686	Employee account setup for new laptop: Low (Campus: OCN)	Closed	Client Support	balvarez	hpennerman
209687	Update and Configure Edconnect for Tony Puccio	Closed	Client Support	dewilliamson	LWhite
209688	eric bishop update mac	Closed	Client Support	mtvalente	mtvalente
209689	update yoshis mac	Closed	Client Support	mtvalente	mtvalente
209690	update scanner software in art labs	Closed	Client Support	mtvalente	mtvalente
209698	Issue with offsite password	Closed	Client Support	ekiyochi	RPeregrino
209701	Issue with CLC tablet and wifi offsite	Closed	Client Support	asandoval	a.hill
209705	Employee: Nikoukary (Desktop Computer)	Closed	Client Support	ltemplin	LWhite
209710	4/1/2022 : DEPARTING EMPLOYEE: Musick	Closed	Client Support	cburrola	amacdonald
209718	Lost ability to save an email as a PDF: High (Campus: TCI)	Closed	Client Support	achapman	RPeregrino
209726	Outlook License: High (Campus: OCN)	Closed	Client Support	bmurray	LWhite
209727	MCC6WM9S2Z Computer Shutting Off By Itself: Critical (Campus: OCN)	Closed	Client Support	depayton	dewilliamson
209731	Okta Dashboard Not Opening: High (Campus: OCN)	Closed	Client Support	mfeinberg	gstone
209736	windows log in issue: High (Campus:)	Closed	Client Support	hkulkarni	RPeregrino
209739	Access and update tablet: Medium (Campus: OCN)	Closed	Client Support	slomeli	[NONE]
209748	COVID-19 Equipment Request Approved - rguzman - Soft Phone installation fo	Closed	Client Support	rguzman	RPeregrino
209750	Library loaned laptop needs Office "authorized": Low (Campus: OCN)	Closed	Client Support	mohnstad	LWhite
209752	Brent Murray IP Phone: High (Campus: CLC)	Closed	Client Support	jcrastr	a.hill
209760	\$\$ County VPN - CoSD Third Party EAA Client Setup - New Laptop: High (Cam	Closed	Client Support	manderson	dewilliamson
209769	COVID-19 Equipment Request Approved - manderson - Softphone Request Pr	Closed	Client Support	manderson	LWhite
209771	Ink for printer: Low (Campus: CLC)	Closed	Client Support	GLopez	a.hill
209774	MacOS patches for Monterey CVE-2022-22674 and CVE-2022-22675	Closed	Client Support	EDonze	mtvalente
209776	Employee: Robson (Desktop Computer)	Closed	Client Support	csingleton	amacdonald
209781	Updated Google Chrome Access: High (Campus:)	Closed	Client Support	vaguilar	RPeregrino
209790	returning desktop computer: Medium (Campus: OCN)	Closed	Client Support	mpark	RPeregrino
209793	Need Global Protect : High (Campus: OFF SITE)	Closed	Client Support	cdudley	mtvalente
209798	Instructor computer not working : Critical (Campus: OCN)	Closed	Client Support	mbourne	gstone
209811	Need XML file: Critical (Campus: TCI)	Closed	Client Support	sgaitan	gstone
209818	iLINUX question	Closed	Client Support	thosley	RPeregrino
209832	Add Boca printer to print from new Ticket Vendor: Medium (Campus: OCN)	Closed	Client Support	marguello	kmezquita
209835	MCCJ4MQ802 Not Starting Up: High (Campus: CLC)	Closed	Client Support	nescobedo	a.hill
209837	Desktop Install: Medium (Campus: CLC)	Closed	Client Support	smartinez	a.hill
209839	COVID-19 Equipment Request Returned - depayton - Laptop_ external monito	Closed	Client Support	depayton	gstone
209840	computer update and equipment connecting: Critical (Campus: OCN)	Closed	Client Support	edodge	kmezquita
209841	Generic Log In: Medium (Campus: CLC)	Closed	Client Support	rma	a.hill
209843	Replace Laptop. Battery Dying: Critical (Campus: OCN)	Closed	Client Support	nscharff	gstone
209847	Printer Installataion: High (Campus: CLC)	Closed	Client Support	cvasquezgonzales	a.hill

209848	Employee: Delgado-Padilla (Desktop Computer)	Closed	Client Support	tshaw	amacdonald
209852	Employee: Ornelas (Desktop Computer)	Closed	Client Support	kbebout	gstone
209858	Need admin access to install Adobe Creative Cloud	Closed	Client Support	LMiller	mtvalente
209864	Network Adaptor Not working: Critical (Campus: OCN)	Closed	Client Support	rmueller	kmezquita
209872	Need Ethernet Cable?: Critical (Campus: OCN)	Closed	Client Support	kcoutts	mtvalente
209885	Printer won't connect: Low (Campus: OCN)	Closed	Client Support	dloedel	RPeregrino
209895	Employee: Cruz (Desktop Computer)	Closed	Client Support	mmeyerholtz	amacdonald
209905	Install Monitor Calibration Software: Medium (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
209911	MCC8DH9JH2: High (Campus: OCN)	Closed	Client Support	rfrench	dewilliamson
209918	No email access on campus computer	Closed	Client Support	nkashyap	RPeregrino
209920	Computer C133W22 in Lab 203: High (Campus: CLC)	Closed	Client Support	mbucio	a.hill
209922	check printer - P6 color printer: Medium (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
209923	MCC5YLSMX1 Workstation Running Slow: Critical (Campus: OCN)	Closed	Client Support	jbanks	kmezquita
209924	Bluetooth Speker Will Not Pair: Low (Campus: OCN)	Closed	Client Support	ataccone	gstone
209927	Improve Computer Performance If Possible: High (Campus: CLC)	Closed	Client Support	MLopez	a.hill
209928	Connect to printer in workroom : Medium (Campus: CLC)	Closed	Client Support	oramirez	a.hill
209929	Improve Computer Performance If Possible: High (Campus: CLC)	Closed	Client Support	MLopez	a.hill
209930	Improve Computer Performance If Possible: Low (Campus: CLC)	Closed	Client Support	MLopez	a.hill
209931	Improve Computer Performance If Possible: High (Campus: CLC)	Closed	Client Support	MLopez	a.hill
209937	PC to printer connectivity: High (Campus: CLC)	Closed	Client Support	Itisdale	a.hill
209939	Improve Computer Performance If Possible: High (Campus: CLC)	Closed	Client Support	MLopez	a.hill
209944	Software Update: Low (Campus: SAN)	Closed	Client Support	rbond	RPeregrino
209948	Chrome Extensions auto-removed and cannot reinstall: Medium (Campus: OCN)	Closed	Client Support	jgill	LWhite
209949	Printer Mendoza: High (Campus: CLC)	Closed	Client Support	ymendoza	a.hill
209961	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	jpappas	hpennerman
209966	Updated Password and now I can't access Sharedrive: High (Campus:)	Closed	Client Support	krrodriguez	RPeregrino
209969	Employee account setup for new laptop: Medium (Campus: OCN)	Closed	Client Support	jschoneman	hpennerman
209970	Latest Version of Adobe Acrobat: High (Campus:)	Closed	Client Support	gcavo	RPeregrino
209971	Sharepoint isn't working on workstation: Critical (Campus:)	Closed	Client Support	klondy	gstone
209972	Remove Unused Programs to Free Space: High (Campus: OCN)	Closed	Client Support	klondy	gstone
209976	Computer USB Port Malfunction: Low (Campus: OCN)	Closed	Client Support	balvarez	kmezquita
210002	Need my laptop to be able to connect to DGLux: High (Campus: OCN)	Closed	Client Support	jhagihara	RPeregrino
210003	Install Scanner Driver: High (Campus: OCN)	Closed	Client Support	mkhalaj	a.hill
210006	Microsoft Teams suddenly stopped working: High (Campus: OFF SITE)	Closed	Client Support	gpartlow	jringer
210021	4/1/2022 : DEPARTING EMPLOYEE: Merson	Closed	Client Support	Itisdale	amacdonald
210025	Zoom Screen Share Issues: Medium (Campus: OCN)	Closed	Client Support	amoser	hpennerman
210027	COVID-19 Equipment Request Approved - rfalero - take office monitor for ren	Closed	Client Support	rfalero	gstone
210039	Student Access to ASG computers: High (Campus:)	Closed	Client Support	oaelmer	LWhite
210040	Computer Shuts Down: High (Campus: OCN)	Closed	Client Support	oaelmer	LWhite
210041	Please install telephone at new desk : High (Campus:)	Closed	Client Support	charris	a.hill
210046	Windows License will expire soon message	Closed	Client Support	mstrong	RPeregrino

210075	5/31/2022 : DEPARTING EMPLOYEE: Bender	Closed	Client Support	abarragan	amacdonald
210080	Employee: Bailey (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
210084	Employee: Peregrino (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
210091	Outlook not working: High (Campus: OCN)	Closed	Client Support	sdean	jringer
210092	Scanner disconnected/Printer not working: Medium (Campus: OCN)	Closed	Client Support	kscaife	jringer
210106	QuickBooks in 202?: High (Campus: CLC)	Closed	Client Support	ltisdale	jringer
210108	Cannot access outlook on desktop: Low (Campus:)	Closed	Client Support	cflores	jringer
210115	COVID-19 Equipment Request Returned - aalvo - USB Webcam and Computer	Closed	Client Support	aalvo	amacdonald
210118	Laptop 1253 WLAP03 does not turn on	Closed	Client Support	kturpin	kmezquita
210119	OKTA Phone support: High (Campus: Online)	Closed	Client Support	danieldiaz	jringer
210121	Bluetooth Headphone troubleshoot: Low (Campus: OCN)	Closed	Client Support	elopez	RPeregrino
210129	Create a computer desktop shortcut to a website: Critical (Campus: OCN)	Closed	Client Support	cdieguez	RPeregrino
210134	Connect new monitors to monitor stands on my desk: High (Campus: OCN)	Closed	Client Support	tsharp	gstone
210135	CLC Building 200 Student Printing Kiosk Not Printing Receipts: High (Campus:)	Closed	Client Support	nescobedo	a.hill
210146	Add Office Printer to New Laptop: Low (Campus: OCN)	Closed	Client Support	ltemplin	dewilliamson
210150	R and R Studio updates: Medium (Campus: OFF SITE)	Closed	Client Support	jclifton	RPeregrino
210154	Install Samsung 50" Monitor + Apple TV in OC 4804 and OCT 561: Medium (Campus: OCN)	In Service	Client Support	mpaulding	AAfzali
210160	Global Protect Not Connecting: Critical (Campus: Online)	Closed	Client Support	evbrown	RPeregrino
210161	Printer access: Medium (Campus: OCN)	Closed	Client Support	ltrescott	LWhite
210162	Install RAM: Medium (Campus: OCN)	Closed	Client Support	ltrescott	hpennerman
210165	Computer in OC2304	Closed	Client Support	pboland	kmezquita
210169	Microsoft Office requires Admin : Medium (Campus: OCN)	Closed	Client Support	lhayek	LWhite
210178	laptop no power and maybe needs examsoft: Medium (Campus: OCN)	Closed	Client Support	mfore	kmezquita
210179	needs examsoft update: Medium (Campus: OCN)	Closed	Client Support	mfore	kmezquita
210180	hook up printer: High (Campus: OCN)	Closed	Client Support	mfore	kmezquita
210181	needs examsoft installed: Medium (Campus: OCN)	Closed	Client Support	mfore	kmezquita
210182	Secure Connection Failed: Low (Campus: CLC)	Closed	Client Support	macero	a.hill
210186	Adobe Suite: Critical (Campus: OCN)	Closed	Client Support	depayton	mtvalente
210191	Install Design Dept. software on new laptop: Medium (Campus: OCN)	Closed	Client Support	cboehm	dewilliamson
210192	Computer/Tablets Secure Wifi: Medium (Campus: SAN)	Closed	Client Support	davidbernabe	RPeregrino
210194	4/8/2022 : DEPARTING EMPLOYEE: Hua	Closed	Client Support	vjohnson	amacdonald
210199	Laptops Freezing: Medium (Campus: OCN)	Closed	Client Support	CMitchell	gstone
210202	Help setting up diocking station: High (Campus: OCN)	Closed	Client Support	tsisario	mtvalente
210203	Install Soft Phone on my laptop: High (Campus:)	Closed	Client Support	dle	LWhite
210204	Equipment Pick Up: Low (Campus: OCN)	Closed	Client Support	kmarquardt	gstone
210209	Update computers in Veterans Services: Medium (Campus: OCN)	Closed	Client Support	vdibenedetto	gstone
210210	DYMO LabelWriter 450 Turbo: Medium (Campus: CLC)	Closed	Client Support	somartinez	a.hill
210211	Software and admin rights for Latitude 5420	Closed	Client Support	rmueller	kmezquita
210237	Printer Authorization: Medium (Campus: OCN)	Closed	Client Support	mrybicki	mtvalente
210240	Make desktop computer to run faster: Critical (Campus: OCN)	Closed	Client Support	cdieguez	dewilliamson
210245	Need My Printer Set up on new Laptop: Low (Campus: OCN)	Closed	Client Support	rguzman	hpennerman

210248	Update Adobe Creative Cloud_Mendoza: High (Campus: CLC)	Closed	Client Support	mbucio	a.hill
210249	Update Adobe Creative Cloud_157 : High (Campus: CLC)	Closed	Client Support	mbucio	a.hill
210252	VMWare setup	Closed	Client Support	rpalacios	RPeregrino
210254	Setup Docking Station and Monitor: Medium (Campus: OCN)	Closed	Client Support	nkhan	kmezquita
210255	Access to Microsoft : Critical (Campus: OCN)	Closed	Client Support	carlosrodriguez	RPeregrino
210261	Laptop Connectivity?: High (Campus: OCN)	Closed	Client Support	kcoutts	dewilliamson
210263	Earphones Do Not Work on New Laptop: Medium (Campus: OCN)	Closed	Client Support	arodriguez	gstone
210264	Microsoft outlook: Medium (Campus: OCN)	Closed	Client Support	halhamadani	mtvalente
210267	Employee account setup for new laptop: High (Campus: OCN)	Closed	Client Support	cbazan	hpennerman
210268	Install Scansnap: Critical (Campus: OCN)	Closed	Client Support	mfrakes	gstone
210271	Update CASAS eTest Shortcut on all computers in the Computer Labs: High (Campus: OCN)	Closed	Client Support	ymendoza	a.hill
210286	TEST FOR ROSE: Medium (Campus: OCN)	Closed	Client Support	rmagyar	[NONE]
210293	Computer Issues: High (Campus: OCN)	Closed	Client Support	acotter	kmezquita
210295	Issues in OC4523	Closed	Client Support	twalker	kmezquita
210298	Printer Jam - Won't clear: High (Campus: OCN)	Closed	Client Support	ltemplin	mtvalente
210305	4/14/2022 : DEPARTING EMPLOYEE: Matlin	Closed	Client Support	gdepies	amacdonald
210306	need printers set up: Critical (Campus: OCN)	Closed	Client Support	mdellin	hpennerman
210310	Requesting to Withdraw from Turning on Automatically: Critical (Campus: OCN)	Closed	Client Support	mkhalaj	dewilliamson
210317	Issue accessing S: drive and use of passwords	Closed	Client Support	GAcosta	RPeregrino
210318	Computer nees updating: Medium (Campus: OCN)	Closed	Client Support	aphinney	mtvalente
210319	Connect Printer: Medium (Campus: SAN)	Closed	Client Support	tnguyen	RPeregrino
210328	Help on Zoom audio for 4803A	Closed	Client Support	rwhite	dewilliamson
210339	Color printer connection : High (Campus: OCN)	Closed	Client Support	cenyard	kmezquita
210341	Connecting Scanner : Medium (Campus: SAN)	Closed	Client Support	vgarcia	RPeregrino
210345	adding the shared drive: High (Campus: OCN)	Closed	Client Support	mtadayon	RPeregrino
210348	Xerox Printer Jammed: High (Campus: CLC)	Closed	Client Support	ymendoza	a.hill
210349	Connection to lab printer: Critical (Campus: OFF SITE)	Closed	Client Support	dingato	hpennerman
210350	Installing Wolfram player on my MCC laptop!	Closed	Client Support	zperovic	LWhite
210355	Updating Software for Adobe: Medium (Campus: OCN)	Closed	Client Support	agerdo	RPeregrino
210357	Zoom : High (Campus: OCN)	Closed	Client Support	cbretado	jringer
210358	Zoom network connection: Low (Campus:)	Closed	Client Support	bcruz	RPeregrino
210372	MCCGC17KH2 is stuck in update mode: Critical (Campus: OCN)	Closed	Client Support	jbanks	mtvalente
210373	Office computer not accepting current password	Closed	Client Support	phernandez	mtvalente
210374	New Laptop PO 22000916	Closed	Client Support	lbabbitt	gstone
210383	Zoom crashing repeatedly: Low (Campus: OCN)	Closed	Client Support	spultz	RPeregrino
210385	Password shows up as onscreen Zoom name: High (Campus:)	Closed	Client Support	christy	RPeregrino
210393	Errors connecting	Closed	Client Support	cundan	LWhite
210411	beth powell 3616 monitor docking station	Closed	Client Support	bpowell	mtvalente
210416	Writing Center: desktop computer slow: Medium (Campus: OCN)	Closed	Client Support	ccarlsson	hpennerman
210418	Need Internet Explorer installed: High (Campus: OCN)	Closed	Client Support	mmccaffery	RPeregrino
210419	Add Memory to Laptop: Critical (Campus: OCN)	Closed	Client Support	mlissner	dewilliamson

210430	Office Desktop Apps License : Medium (Campus: OCN)	Closed	Client Support	greyes	LWhite
210432	Adobe prompting for upgrade; want to combine files	Closed	Client Support	ssimpson	RPeregrino
210467	Computer MCC4F4BX52 will not reboot after this weekend updates	Closed	Client Support	tgibson	kmezquita
210476	Sharedrive access: High (Campus:)	Closed	Client Support	aansari	RPeregrino
210478	Atee Nikoukary Email Access Issues: High (Campus:)	Closed	Client Support	Itemplin	kmezquita
210484	Port Trouble Shooting : Medium (Campus:)	Closed	Client Support	mfore	gstone
210494	Tablet assistance: High (Campus: OCN)	Closed	Client Support	slomeli	gstone
210504	Microsoft: cached credentials have expired	Closed	Client Support	bboynton	RPeregrino
210507	Need access to desktop and laptop: Medium (Campus: SAN)	Closed	Client Support	dcornaggia	RPeregrino
210512	Printer Issues: High (Campus: OCN)	Closed	Client Support	mking	kmezquita
210523	Shared Drive: Medium (Campus:)	Closed	Client Support	pababbitt	LWhite
210534	toni sharp monitor mouse n keyboard	Closed	Client Support	mtvalente	mtvalente
210535	zak ruvalcaba adobe sign in	Closed	Client Support	mtvalente	mtvalente
210536	Computer running extremely slow: High (Campus: OCN)	Closed	Client Support	vdibenedetto	gstone
210540	ShareDrive Access Please: High (Campus: OCN)	Closed	Client Support	mfore	mtvalente
210543	Printer Low on Toner: Critical (Campus: OCN)	Closed	Client Support	kgranza	[NONE]
210544	Scanner Install	Closed	Client Support	pababbitt	LWhite
210548	Outlook won't open and SLOW computer: Medium (Campus: OCN)	Closed	Client Support	aphinney	mtvalente
210550	Update office computer: High (Campus: OCN)	Closed	Client Support	dadler	LWhite
210555	j.forman	Closed	Client Support	mtvalente	mtvalente
210573	Camera for computer: Low (Campus: OCN)	Closed	Client Support	tsisario	AAfzali
210584	3 ipads for instructional services	Closed	Client Support	zindstrom	mtvalente
210585	6ipads for math faculty	Closed	Client Support	lsafaralian	mtvalente
210592	Softphone: High (Campus: OCN)	Closed	Client Support	bschaeffer	RPeregrino
210596	Need office 365: Low (Campus: OCN)	Closed	Client Support	ssimpson	LWhite
210598	Headphone Jack not working: High (Campus: OCN)	Closed	Client Support	adandersen	gstone
210610	cgoodspeed - 5 ipads, 5 pencils, 5 keyboards	Closed	Client Support	ccgoodspeed	mtvalente
210612	Log In Issue wit Faculty Computer: Medium (Campus: OCN)	Closed	Client Support	tsisario	kmezquita
210615	Printing : Low (Campus: OCN)	Closed	Client Support	sdeineh	LWhite
210617	Printer Issues: High (Campus: OCN)	Closed	Client Support	mking	gstone
210618	Adobe PDFs not printing to correct size: High (Campus: OCN)	Closed	Client Support	cboehm	gstone
210624	6/1/2022 : DEPARTING EMPLOYEE: Waszak	Closed	Client Support	ltisdale	a.hill
210628	COVID-19 Equipment Request Approved - scorley - Set-up Susan Corley's lapt	Closed	Client Support	scorley	RPeregrino
210632	Zoom Issue: Critical (Campus: OCN)	Closed	Client Support	mkhalaj	hpennerman
210635	Change Ink Toner for Printer on my Desk: High (Campus: OCN)	Closed	Client Support	arodriguez	kmezquita
210638	Add printer 3300P5: High (Campus: OCN)	Closed	Client Support	aboles	RPeregrino
210639	Hardware request - RAM installation on laptop: High (Campus: OCN)	Closed	Client Support	jclifton	gstone
210640	Clearbar Potentially Unwanted Program MS1204W13	Closed	Client Support	EDonze	RPeregrino
210641	Set-up Plantronics headset: Low (Campus: OCN)	Closed	Client Support	aboles	LWhite
210642	Outlook : Medium (Campus: OCN)	Closed	Client Support	nscharff	jringer
210643	Share Drive Not Visible On Laptop: High (Campus: OFF SITE)	Closed	Client Support	p.walcott	jringer

210646	New Machine needed. : High (Campus: OCN)	Closed	Client Support	ksandoval	mtvalente
210655	Desktop needs to be replaced: High (Campus: OCN)	Closed	Client Support	pababbitt	kmezquita
210657	Dual Monitor Desktop: Medium (Campus: OCN)	Closed	Client Support	pababbitt	amacdonald
210666	Microsoft: High (Campus: OCN)	Closed	Client Support	sprovence	jringer
210670	mac for pio for new hire - update	Closed	Client Support	mtvalente	mtvalente
210671	Need Skanit software install don student laptops in 4901: High (Campus: OCN)	Closed	Client Support	tnoble	[NONE]
210672	Google Drive on Desktop: Critical (Campus: OFF SITE)	Closed	Client Support	mbucio	LWhite
210675	Softphone on MCC laptop	Closed	Client Support	cenyard	jringer
210680	Cannot Access Shared Drive: High (Campus: OFF SITE)	Closed	Client Support	rguzman	jringer
210693	Printer Issue - Office Mac to Copier: Medium (Campus: OCN)	Closed	Client Support	ederr	mtvalente
210694	Computer for Teleworking: Medium (Campus: OFF SITE)	Closed	Client Support	DLedet	jringer
210695	Printer profiles missing: Critical (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente
210696	Connect laptop with printer : High (Campus: OCN)	Closed	Client Support	jclifton	LWhite
210704	Fix Lag/Shorten Boot Times in OC 4804 Classroom Computers (instructor + stu	Closed	Client Support	mpaulding	AAfzali
210705	Color Printer - runaway print jobs, can't cancel/delete: Critical (Campus: OCN)	Closed	Client Support	ederr	mtvalente
210716	clearing the ipad of a retiree: Medium (Campus: OCN)	Closed	Client Support	Isafaralian	mtvalente
210731	laptop running slow: High (Campus: OCN)	Closed	Client Support	mfore	LWhite
210735	4/29/2022 : DEPARTING EMPLOYEE: Salvatierra	Closed	Client Support	abarragan	amacdonald
210739	Wifi Issues with Mac Computer: High (Campus: OCN)	Closed	Client Support	dboone	mtvalente
210741	Add user to PA_GP_STAFF for GP use at home	Closed	Client Support	anikoukary	RPeregrino
210742	Desktop webcam: Low (Campus: OCN)	Closed	Client Support	jhide	jringer
210749	Password change delay?	Closed	Client Support	jfohrman	jringer
210752	Monitor for MCCHRX1FW2	Closed	Client Support	mpark	gstone
210755	DYMO Printer for payroll team: High (Campus: OCN)	Closed	Client Support	mmccaffery	hpennerman
210756	4/1/2022 : DEPARTING EMPLOYEE: Messmer	Closed	Client Support	lbabbitt	amacdonald
210766	Soft Phone Issues: Medium (Campus: OCN)	Closed	Client Support	ktsmith	LWhite
210767	New Laptop XPS 17 9710 Touch	Closed	Client Support	MHaynie	mtvalente
210768	Employee: Truong (Phone) 5/1/2022	Closed	Client Support	pababbitt	LWhite
210770	Employee: Truong (Desktop Computer)	Closed	Client Support	pababbitt	amacdonald
210773	IN-SERVICE: Request #210041 Please install telephone at new desk : High (Ca	Closed	Client Support	charris	a.hill
210777	Unable to view documents in ilinx: Medium (Campus:)	Closed	Client Support	whorton	RPeregrino
210779	Desktop Computer Booting Problem: Critical (Campus: CLC)	Closed	Client Support	mdahle	a.hill
210780	Computer linked to printer and FAX: High (Campus: OCN)	Closed	Client Support	GMeinhold	mtvalente
210781	COSD third party-web warrant issue: High (Campus: OFF SITE)	Closed	Client Support	arlenehernandez	kmezquita
210785	bpalmer 2 ipads w/ keyboard & pencil	Closed	Client Support	bpalmer	mtvalente
210786	COVID-19 Equipment Request Approved - gdepies - Notebook computer for r	Closed	Client Support	gdepies	[NONE]
210788	Installing Printer Driver: High (Campus: OCN)	Closed	Client Support	hcohngeltner	LWhite
210791	4/27/2022 : DEPARTING EMPLOYEE: Gonzalez	Closed	Client Support	baguilar	amacdonald
210797	set up docking station: High (Campus: OCN)	Closed	Client Support	mfore	hpennerman
210798	MCC emails are not linking from campus to home: Medium (Campus:)	Closed	Client Support	mfore	jringer
210800	Access to Colored Printer: Critical (Campus: OCN)	Closed	Client Support	tshaw	LWhite

210802	ring door bell ipad set up	Closed	Client Support	sharrington	mtvalente
210808	Activate Microsoft Office: Medium (Campus: CLC)	Closed	Client Support	rma	a.hill
210815	Cashiers Needs Laptop/Desktop Needs : Low (Campus: OCN)	Closed	Client Support	khitchcock	kmezquita
210816	Box Office Cashier Needs Updated Laptop: High (Campus: OCN)	Closed	Client Support	khitchcock	gstone
210818	install ChemDraw Prime: Medium (Campus: OCN)	Closed	Client Support	lhernandez	hpennerman
210823	Headphones not working on Laptop: Medium (Campus: OCN)	Closed	Client Support	bschaeffer	jringer
210825	Employee: Murray-Cruz (Desktop Computer)	Closed	Client Support	mgallardo	amacdonald
210855	Print Serve App: High (Campus: OCN)	Closed	Client Support	marguello	RPeregrino
210860	CashNet: Medium (Campus:)	Closed	Client Support	somartinez	a.hill
210861	Bea Aguilar - Install officie phone: Medium (Campus: CLC)	Closed	Client Support	baguilar	a.hill
210875	COVID-19 Equipment Request Returned - dledet - Computer	Closed	Client Support	DLedet	kmezquita
210876	COVID-19 Equipment Request Returned - dsexton - May I please borrow a cor	Closed	Client Support	dsexton	gstone
210881	Fix Printer in Rm 4818: Critical (Campus: OCN)	Closed	Client Support	mreeve	jringer
210882	COVID-19 Equipment Request Approved - dledet - desktop computer	Closed	Client Support	DLedet	[NONE]
210886	Employee: Taylor (Desktop Computer)	Closed	Client Support	kctaylor	amacdonald
210889	Clearing Data/ basic maintenance.: Low (Campus: OCN)	Closed	Client Support	spultz	jringer
210892	COVID-19 Equipment Request Returned - spultz - Writing Center Laptop	Closed	Client Support	spultz	LWhite
210896	Webcam for New Monitor: Medium (Campus: OCN)	Closed	Client Support	tsharp	mtvalente
210901	printer not working after system upgrade: High (Campus: OCN)	Closed	Client Support	YHayashi	mtvalente
210903	Zoom and software updates needed for Macbook: High (Campus: OCN)	Closed	Client Support	mgallardo	mtvalente
210904	Need access to Adobe Reader: Critical (Campus: OCN)	Closed	Client Support	tmayr	LWhite
210914	2413 Computer 2413-03 Silver Mac mini: High (Campus: OCN)	Closed	Client Support	JMcKinley	mtvalente
210915	T210 Conference Room	Closed	Client Support	amacdonald	kmezquita
210917	Connect to S drive: Critical (Campus:)	Closed	Client Support	abarragan	jringer
210919	Expired Acrobat: Critical (Campus: OCN)	Closed	Client Support	COwens	LWhite
210924	donald/erich ticket for johns-mbp	Closed	Client Support	dewilliamson	mtvalente
210925	update 2011 macbooks with indesign	Closed	Client Support	dmassey	mtvalente
210926	Macos anti-malware / xprotect / MRT / look into it	Closed	Client Support	dewilliamson	mtvalente
210936	no speakers: High (Campus: OCN)	Closed	Client Support	mfore	dewilliamson
210937	Software install: High (Campus: OCN)	Closed	Client Support	ChRodriguez	LWhite
210954	Outlook not uploading Cashier email: Low (Campus:)	Closed	Client Support	khitchcock	RPeregrino
210993	trouble connecting to shared drives: High (Campus: OFF SITE)	Closed	Client Support	bkessab	jringer
210994	Employee: Stubble (Desktop Computer)	Closed	Client Support	csingleton	dewilliamson
211001	5/2/2022 : DEPARTING EMPLOYEE: Truong	Closed	Client Support	ybalcazar	amacdonald
211003	5/6/2022 : DEPARTING EMPLOYEE: Witte	Closed	Client Support	mmeyerholtz	amacdonald
211011	Printer offline: Critical (Campus: OCN)	Closed	Client Support	bnewman	hpennerman
211013	Tune-up 3 desktop computers: Critical (Campus: OCN)	Closed	Client Support	cdieguez	gstone
211022	laptop charger: High (Campus: OCN)	Closed	Client Support	lhernandez	jringer
211023	Need to access smartsheets add on, from outlook: Medium (Campus: OCN)	Closed	Client Support	nscharff	jringer
211024	Bluetooth not working on MCC laptop: Medium (Campus: OCN)	Closed	Client Support	nscharff	LWhite
211028	Printer profiles missing: Critical (Campus: OCN)	Closed	Client Support	hteixeira	mtvalente

211029	5/2/2022 : DEPARTING EMPLOYEE: Enyard	Closed	Client Support	cburrola	amacdonald
211041	Mac not charging: Critical (Campus: OCN)	Closed	Client Support	akarvounis	mtvalente
211042	Need to be able to access DGLux HVAC software: Medium (Campus: OCN)	Closed	Client Support	mturner	RPeregrino
211043	HDrive Access: High (Campus: OCN)	Closed	Client Support	egheorghin	jringer
211049	Printer & Copier not Working: Critical (Campus: OCN)	Closed	Client Support	mking	hpennerman
211057	Printer connection issues: Critical (Campus: OCN)	Closed	Client Support	tsisario	mtvalente
211060	Connect to printer: High (Campus: OCN)	Closed	Client Support	v.rodriguez	LWhite
211063	Computer MCCDN2Z802 getting ready to die once again	Closed	Client Support	tgibson	[NONE]
211066	2011 laptop adobe updates	Closed	Client Support	dmassey	mtvalente
211067	Bluetooth: High (Campus: OCN)	Closed	Client Support	kscaife	kmezquita
211068	Camtasia 2021 - Not Responding: High (Campus: OCN)	Closed	Client Support	cbischel	LWhite
211071	france cruz app store updates	Closed	Client Support	fcruz	mtvalente
211076	Adding My Scansnap Scanner to my Computer: Medium (Campus: Online)	Closed	Client Support	tsharp	LWhite
211088	Unable to log in	Closed	Client Support	Jlhara	LWhite
211092	4/28/2022 : DEPARTING EMPLOYEE: Oberoi	Closed	Client Support	tfishinger	amacdonald
211099	6/30/2022 : DEPARTING EMPLOYEE: Mushinsky	Closed	Client Support	scorley	amacdonald
211106	4/29/2022 : DEPARTING EMPLOYEE: Dodge	Closed	Client Support	tfishinger	amacdonald
211116	COVID-19 Equipment Request Returned - mcoull - Web camera or document	Closed	Client Support	mcoull	amacdonald
211117	COVID-19 Equipment Request Returned - oramirez - I need my office compute	Closed	Client Support	oramirez	a.hill
211118	COVID-19 Equipment Request Returned - jhigginbotham - work computer che	Closed	Client Support	jhigginbotham	kmezquita
211122	Need Adobe Liscense : Medium (Campus: OCN)	Closed	Client Support	ojimenez	[NONE]
211124	IN-SERVICE: Request #210186 Adobe Suite: Critical (Campus: OCN) (mtvalent	Closed	Client Support	depayton	mtvalente
211126	Health Services 3324 3328 3321	Closed	Client Support	kmarquardt	gstone
211128	CoSD EAA install: High (Campus: OCN)	Closed	Client Support	mmccaffery	dewilliamson
211129	Laptop does not connect to DGLux at San Elijo campus: Medium (Campus: O	Closed	Client Support	jhagihara	RPeregrino
211130	Printer printing Magenta Background: High (Campus: OCN)	Closed	Client Support	czafralopez	hpennerman
211131	Install BI Publisher: Critical (Campus: OCN)	Closed	Client Support	mmeyerholtz	RPeregrino
211140	PC Microphone: Medium (Campus: OCN)	Closed	Client Support	carce	gstone
211150	Student Health Services: High (Campus: SAN)	Closed	Client Support	jrussell	RPeregrino
211163	COVID-19 Equipment Request Returned - ybalcazar - Computer desktop and s	Closed	Client Support	ybalcazar	amacdonald
211176	Office move	Closed	Client Support	FRamirez	hpennerman
211184	Keyboard Number Lock frozen in "ON" position: Critical (Campus: OCN)	Closed	Client Support	adandersen	gstone
211187	computer set up for general use: High (Campus:)	Closed	Client Support	pesbensen	hpennerman
211193	leah cluff connect to network printer	Closed	Client Support	lcluff	mtvalente
211194	Igreenwald laptop update	Closed	Client Support	lgreenwald	mtvalente
211195	xuchi update imac OS	Closed	Client Support	xeggleton	mtvalente
211196	New Laptop set up	Closed	Client Support	jringer	hpennerman
211198	Need access to lighting control soft where and blue beam installed on my lap	Closed	Client Support	mturner	RPeregrino
211208	Add Print Server to Computers: Medium (Campus: OCN)	Closed	Client Support	marguello	RPeregrino
211215	Desktop PC not connected to internet anymore: Critical (Campus: OCN)	Closed	Client Support	jhagihara	jringer
211244	COUN SURF Station Computers Appear to be Running Slow: Low (Campus: O	Closed	Client Support	talves	hpennerman

211250	Trouble w/ Word, Pages, Dropbox: Critical (Campus: OCN)	Closed	Client Support	alopez	mtvalente
211251	Mobile hotspot: High (Campus: OFF SITE)	Closed	Client Support	SMuryasz	amacdonald
211254	5/6/2022 : DEPARTING EMPLOYEE: Witte	Closed	Client Support	cburrola	amacdonald
211261	computer not turning on: High (Campus: OCN)	Closed	Client Support	smehta	hpennerman
211262	reset rose ipad through apple security (ASM)	Closed	Client Support	rmagyar	mtvalente
211267	Computer not powering on	Closed	Client Support	lshoukry	LWhite
211269	HDMI port on laptop: Low (Campus: OCN)	Closed	Client Support	across	gstone
211275	Software Update : Low (Campus: OCN)	Closed	Client Support	RWelch-Scalco	LWhite
211278	5/2/2022 : DEPARTING EMPLOYEE: Enyard	Closed	Client Support	iphillips	amacdonald
211284	audit jamf for local admin accounts	Closed	Client Support	AAfzali	mtvalente
211285	Reset and Update Dell Workstations in Transfer Center: High (Campus: OCN)	Closed	Client Support	jbanks	gstone
211292	PC Laptop needed: Medium (Campus: SAN)	Closed	Client Support	pperry	AAfzali
211293	5/9/2022 : DEPARTING EMPLOYEE: Medina	Closed	Client Support	mvivar	amacdonald
211299	Student ID Card: Low (Campus: CLC)	Closed	Client Support	ebrown	a.hill
211324	Zoom will not sync with my e-mail account: High (Campus: OCN)	Closed	Client Support	ataccone	kmezquita
211328	Printer Issues: Critical (Campus: OCN)	Closed	Client Support	tsisario	hpennerman
211329	Adobe installation (CLC)	Closed	Client Support	acorrea2	a.hill
211334	t.shaw connect to printer	Closed	Client Support	tshaw	kmezquita
211335	Classroom computer not working: Critical (Campus: SAN)	Closed	Client Support	dcornaggia	RPeregrino
211337	Computer shut down: Critical (Campus: OCN)	Closed	Client Support	ybalcazar	mtvalente
211349	Additional monitor	Closed	Client Support	amacdonald	hpennerman
211350	Printer in OC4705 Not Working: Low (Campus: OCN)	Closed	Client Support	kbebout	gstone
211351	Help setting Adobe as default app when opening a pdf: Low (Campus: TCI)	Closed	Client Support	achapman	gstone
211371	New monitor and docking station PO 21003222	Closed	Client Support	jbollerud	hpennerman
211372	JUMP Software : High (Campus: OCN)	Closed	Client Support	waperez	mtvalente
211376	Zoom login fail: Critical (Campus: OFF SITE)	Closed	Client Support	cwalker	RPeregrino
211380	Zoom Access: Medium (Campus: SAN)	Closed	Client Support	amariscal	RPeregrino
211382	scanner not connecting to computer: Critical (Campus: OCN)	Closed	Client Support	gonate	gstone
211390	Computer needs update and Runs slow: Critical (Campus: OCN)	Closed	Client Support	kgranza	gstone
211391	Access to Share Screen: High (Campus: OCN)	Closed	Client Support	mbucio	mtvalente
211394	adobe acrobate license error: High (Campus: OCN)	Closed	Client Support	pesbensen	LWhite
211395	ChemDraw Install: High (Campus: OFF SITE)	Closed	Client Support	tnguyen	RPeregrino
211396	Power Strip Doesn't Work & Move Monitor Stand	Closed	Client Support	jlrodriguez	hpennerman
211398	Adding Printer to Work Laptop: Low (Campus: OCN)	Closed	Client Support	kmonal	LWhite
211399	Employee Laptop Assignment Set-Up Request: Sandra Cordova: Critical (Campus: OCN)	Closed	Client Support	aaragon	a.hill
211405	Installing Spark AR Studio: High (Campus: OCN)	Closed	Client Support	victoriado	mtvalente
211407	Microsoft To-Do: Low (Campus: OCN)	Closed	Client Support	kctaylor	hpennerman
211413	Issue logging into Zoom	Closed	Client Support	rozawa	RPeregrino
211414	Issues with offsite computer	Closed	Client Support	jkoschwanez	gstone
211415	Client is encountering new error: no longer connected to Google Account	Closed	Client Support	awalkerpinneo	LWhite
211417	Computer running slow: Medium (Campus: CLC)	Closed	Client Support	somartinez	a.hill

211421	Speaker interference: High (Campus: OCN)	Closed	Client Support	mfore	gstone
211434	Network Access Offsite: Medium (Campus:)	Closed	Client Support	MHaynie	RPeregrino
211437	Accessing files on OneDrive and desktop; teaching now	Closed	Client Support	iramos	gstone
211450	richard ma clc macbook used by students	Closed	Client Support	rma	mtvalente
211451	j.johnson macbook for fac/staff	Closed	Client Support	j.johnson	mtvalente
211452	a.andersen macbook for fac staff use	Closed	Client Support	adandersen	mtvalente
211457	Adding a Printer and Adobe Updating: Medium (Campus: CLC)	Closed	Client Support	aragon	a.hill
211458	Can't Login To Engage: Medium (Campus: OCN)	Closed	Client Support	nscharff	RPeregrino
211460	Christina Sharp can't print to her printer: Critical (Campus: OCN)	Closed	Client Support	dadavis	kmezquita
211469	Excel Office License Required for Instructor Use Computer: Critical (Campus:)	Closed	Client Support	ckinnon	RPeregrino
211471	Printer Issues: High (Campus: OCN)	Closed	Client Support	mking	LWhite
211475	Outlook email not opening: High (Campus: OCN)	Closed	Client Support	jhagihara	jringer
211481	Zoom Desktop App: Medium (Campus: OFF SITE)	Closed	Client Support	kreyes	jringer
211482	TASER SYNC Not Working: Medium (Campus: CLC)	Closed	Client Support	csaunders	dewilliamson
211485	Zoom Assistance: Medium (Campus:)	Closed	Client Support	thosley	jringer
211489	MAC Shutdown while Working	Closed	Client Support	victoriado	mtvalente
211493	Google Keep Not Working: High (Campus: OCN)	Closed	Client Support	fcruz	jringer
211494	color calibrate 2272/73 lab monitors	Closed	Client Support	hteixeira	mtvalente
211495	Printer connection from Office Mac: Medium (Campus: OCN)	Closed	Client Support	ekiyochi	mtvalente
211512	Remove AIO computer from CS Office: Low (Campus: OCN)	Closed	Client Support	LSchneider	hpennerman
211531	Employee: Do (Desktop Computer)	Closed	Client Support	baguilar	amacdonald
211534	Administrator password for Dropbox: Critical (Campus: OCN)	Closed	Client Support	alopez	mtvalente
211535	Employee: Gutierrez Hernandez (Desktop Computer)	Closed	Client Support	thelmstreit	amacdonald
211548	Assistance with user account access in Outlook (Jobs & Human Resources Dep)	Closed	Client Support	svasquez	LWhite
211549	1222W03 not charging: Low (Campus: OCN)	Closed	Client Support	JWashabaugh	hpennerman
211560	Computer running very slow: High (Campus: OCN)	Closed	Client Support	rbond	hpennerman
211561	Employee: Granza (Desktop Computer)	Closed	Client Support	iphillips	amacdonald
211570	Unable to Print: High (Campus: CLC)	Closed	Client Support	LFranco	a.hill
211571	Load Adobe Acrobat & Reader on Staff Computer: Low (Campus: OCN)	Closed	Client Support	talves	LWhite
211573	COUN SURF Station Computer Won't Connect to SURF: Low (Campus: OCN)	Closed	Client Support	talves	hpennerman
211583	Update 3706WLAP08 Laptop to MCC Employee Laptop: High (Campus: OCN)	Closed	Client Support	jbanks	gstone
211588	MS office - unable to open MS word files: Critical (Campus: OCN)	Closed	Client Support	modom	gstone
211593	3 desktop computers are super slow: Critical (Campus: OCN)	Closed	Client Support	cdieguez	gstone
211594	Software Assistance : High (Campus: Online)	Closed	Client Support	lmorse	LWhite
211600	COVID-19 Equipment Request Returned - bgamboa - Two monitors for tempo	Closed	Client Support	bgamboa	[NONE]
211601	VPN for Softphone: Critical (Campus: OCN)	Closed	Client Support	acotter	[NONE]
211609	PC in an infinity rebooting cycle: High (Campus: CLC)	Closed	Client Support	ltisdale	a.hill
211622	COVID-19 Equipment Request Returned - mvivar - Joanna Medina laptop to st	Closed	Client Support	mvivar	LWhite
211626	Need Bluetooth Connection: Critical (Campus: OCN)	Closed	Client Support	kscaife	hpennerman
211628	Issues with bluetooth headphones: Low (Campus: OCN)	Closed	Client Support	vbloss	LWhite
211631	VPN for Softphone: Critical (Campus: OCN)	Closed	Client Support	acotter	hpennerman

211634	fac staff macbook - 2201078	Closed	Client Support	tshaw	mtvalente
211635	Axis Cameras Unable to Move: Low (Campus:)	Closed	Client Support	glamb	gstone
211648	MCCGC17KH2 Transfer Center	Closed	Client Support	amacdonald	hpennerman
211649	Laptop for Remote Work: High (Campus: OCN)	Closed	Client Support	acotter	hpennerman
211668	Laptop Preparation PO 22001594	Closed	Client Support	jbanks	LWhite
211672	Printer acting funny: Medium (Campus: OCN)	Closed	Client Support	bschaeffer	mtvalente
211673	printer access: Medium (Campus: CLC)	Closed	Client Support	rlowe	a.hill
211682	Pearson Vue update: Critical (Campus: CLC)	Closed	Client Support	apalafox	a.hill
211692	5/18/2022 : DEPARTING EMPLOYEE: Klapperich	Closed	Client Support	vjohnson	amacdonald
211697	4/1/2022 : DEPARTING EMPLOYEE: Striplin	Closed	Client Support	vjohnson	amacdonald
211704	Connectivity offsite to H Drive	Closed	Client Support	dsexton	RPeregrino
211705	Oculus VR training for devices and laptop software: High (Campus: OCN)	Closed	Client Support	restrella	dewilliamson
211706	Need to install printer drivers to my laptop: Medium (Campus: OCN)	Closed	Client Support	nscharff	LWhite
211714	Employee: Yax (Desktop Computer)	Closed	Client Support	nyax	amacdonald
211723	victoria do screen share access on teams	Closed	Client Support	victoriado	mtvalente
211733	Snagit 2021 unresponsive: Critical (Campus: OCN)	Closed	Client Support	jringer	hpennerman
211735	Repair Cortex agent please	Closed	Client Support	jhagihara	LWhite
211738	Java: High (Campus: OFF SITE)	Closed	Client Support	mfrakes	RPeregrino
211754	Police Change: Computer Running Slow and Not Freezing/Not Completing Tas	Closed	Client Support	j.sneary	dewilliamson
211760	5/20/2022 : DEPARTING EMPLOYEE: Cedillo	Closed	Client Support	dboone	[NONE]
211764	Error Message on Printer: Medium (Campus: OCN)	Closed	Client Support	tsisario	jringer
211780	Script Error Message_ Global Protect Is Not Connecting: High (Campus: OFF SITE)	Closed	Client Support	p.walcott	LWhite
211784	MCC4PNNR33 Needs license for Office, asking for Administrator password to i	Closed	Client Support	aontiveros	RPeregrino
211790	Dispatch Desktop replacement MCC8QZQSX1	Closed	Client Support	nyax	dewilliamson
211802	4800 bldg Toshiba Printer says to call for service: High (Campus: OCN)	Closed	Client Support	ekiyochi	[NONE]
211827	Printer error: Medium (Campus: CLC)	Closed	Client Support	apalafox	[NONE]
211828	I need Acrobat DC or Adobe Acrobat 2020 Pro: High (Campus: OCN)	Closed	Client Support	hhajiha	RPeregrino
211830	Access to H-Drive: Medium (Campus: OFF SITE)	Closed	Client Support	acotter	RPeregrino
211831	iPad set up - PO#2200-0655	Closed	Client Support	charrison	mtvalente
211833	Roger Waller Computer Mic: Low (Campus: OCN)	Closed	Client Support	ceverts	hpennerman
211835	EAA Client App Installation: High (Campus: OCN)	Closed	Client Support	arodriguez	dewilliamson
211836	5/31/2022 : DEPARTING EMPLOYEE: Duralde	Closed	Client Support	abarragan	amacdonald
211841	Monitor stand: Medium (Campus: OCN)	Closed	Client Support	gdepies	[NONE]
211845	Need access to Adobe Acrobat DC to prepare forms : Critical (Campus:)	Closed	Client Support	aennis	mtvalente
211849	Tableau Error: Critical (Campus: OCN)	Closed	Client Support	jclifton	mtvalente
211867	Computer stopped working: Critical (Campus: OCN)	Closed	Client Support	sfallstrom	hpennerman
211870	Student Computers - Webcams: Medium (Campus: CLC)	Closed	Client Support	cbezzant	a.hill
211872	Keypass Updates Needed: High (Campus: OCN)	Closed	Client Support	mdear	LWhite
211874	Classroom Netop Vision Pro not working in SAN Testing Lab: High (Campus: S	Closed	Client Support	stirona	RPeregrino
211877	access to computer: High (Campus: TCI)	Closed	Client Support	wpawl	gstone
211887	Camtasia Not Working: High (Campus: OCN)	Closed	Client Support	nscharff	LWhite

211889	Windows Defender Security: audible message	Closed	Client Support	jquiroz	RPeregrino
211899	5/24/2022 : DEPARTING EMPLOYEE: Kessab	Closed	Client Support	apaopao	amacdonald
211903	Printer Smoking: Critical (Campus: OCN)	Closed	Client Support	cwilder	dewilliamson
211908	Software Update: Low (Campus: SAN)	Closed	Client Support	rbond	RPeregrino
211909	pmorgado imac replacement	Closed	Client Support	pmorgado	mtvalente
211911	dperalta 5 ipads for staff	Closed	Client Support	dperalta	mtvalente
211914	Unable to Access ShareDrive CLC U Drive: High (Campus: CLC)	Closed	Client Support	nescobedo	a.hill
211915	Monitor Install PO 22001541	Closed	Client Support	dtraykova	hpennerman
211916	MCC Secure WIFI continues to search for connection : Critical (Campus:)	Closed	Client Support	dboone	LWhite
211917	pdf annotator license: Low (Campus: OFF SITE)	Closed	Client Support	apaopao	RPeregrino
211922	*POLICE CHANGE* Uninstall computers: Medium (Campus: OCN)	Closed	Client Support	nyax	mtvalente
211923	Issue with login	Closed	Client Support	lbabbitt	LWhite
211924	MCCLab480AWD14 not booting	Closed	Client Support	Slachsen	dewilliamson
211925	gonate pc replacement	Closed	Client Support	gonate	mtvalente
211930	Update Camtasia for Mac: Low (Campus: OCN)	Closed	Client Support	rma	mtvalente
211931	Cisco Soft Phone: Low (Campus: OCN)	Closed	Client Support	scervantes	mtvalente
211960	Employee: Cisneros (Desktop Computer)	Closed	Client Support	rkennedy	amacdonald
211966	Returned laptop with finish coming off and seems warped: Low (Campus: OC	Closed	Client Support	mohnstad	hpennerman
211967	COVID-19 Equipment Request Returned - afleming - Employee Laptop Reques	Closed	Client Support	afleming	amacdonald
211968	Computer screen keeps locking : Critical (Campus: OFF SITE)	Closed	Client Support	kduartebraunstein	gstone
211974	Need Word and Excel installed: Medium (Campus: OCN)	Closed	Client Support	CSneary	gstone
211975	Need HEIC converter installed: Low (Campus: OCN)	Closed	Client Support	CSneary	gstone
211976	Connect Network printer: Medium (Campus: OCN)	Closed	Client Support	acotter	LWhite
211980	Update Adobe: Medium (Campus: OCN)	Closed	Client Support	abarragan	LWhite
211981	Installing ClickUp desktop application: Low (Campus: OCN)	Closed	Client Support	victoriado	gstone
211983	Computer booting issue: Critical (Campus: OCN)	Closed	Client Support	kmarquardt	hpennerman
211990	zoom issues : Critical (Campus:)	Closed	Client Support	kduartebraunstein	RPeregrino
211991	smercado imac updates / ipad configuration issues	Closed	Client Support	SMercado	mtvalente
212013	COVID Desktop Return (SR 183472)	Closed	Client Support	dstephenson	mtvalente
212014	Install Softphone on Laptop: High (Campus: OFF SITE)	Closed	Client Support	ragarcia	gstone
212022	add printers and ilinx: Medium (Campus: OCN)	Closed	Client Support	LFonseca	dewilliamson
212028	Computer Lost Internet Connection: Critical (Campus: OCN)	Closed	Client Support	kgranza	mtvalente
212073	Microsoft office not working: High (Campus: OCN)	Closed	Client Support	smehta	hpennerman
212082	6/1/2022 : DEPARTING EMPLOYEE: Brown	Closed	Client Support	abarragan	amacdonald
212086	Internet Explorer Expiration: High (Campus:)	Closed	Client Support	macastillo	dewilliamson
212087	client locked out (help with saved passwords on browsers)	Closed	Client Support	sfinning	mtvalente
212090	6/1/2022 : DEPARTING EMPLOYEE: Bustamante	Closed	Client Support	JWashabaugh	amacdonald
212095	6/1/2022 : DEPARTING EMPLOYEE: Camarena	Closed	Client Support	JWashabaugh	amacdonald
212098	6/1/2022 : DEPARTING EMPLOYEE: Emfinger	Closed	Client Support	JWashabaugh	amacdonald
212101	6/1/2022 : DEPARTING EMPLOYEE: Culley	Closed	Client Support	JWashabaugh	amacdonald
212105	6/1/2022 : DEPARTING EMPLOYEE: Fetko	Closed	Client Support	JWashabaugh	amacdonald

212110	6/1/2022 : DEPARTING EMPLOYEE: Fabbri	Closed	Client Support	JWashabaugh	amacdonald
212116	6/1/2022 : DEPARTING EMPLOYEE: Necochea	Closed	Client Support	JWashabaugh	amacdonald
212118	6/1/2022 : DEPARTING EMPLOYEE: Mikes	Closed	Client Support	JWashabaugh	amacdonald
212121	6/1/2022 : DEPARTING EMPLOYEE: Hilliard	Closed	Client Support	JWashabaugh	amacdonald
212128	6/1/2022 : DEPARTING EMPLOYEE: Bolanos Jimenez	Closed	Client Support	JWashabaugh	amacdonald
212129	6/1/2022 : DEPARTING EMPLOYEE: Becerra Cortez	Closed	Client Support	JWashabaugh	amacdonald
212134	6/1/2022 : DEPARTING EMPLOYEE: Yu	Closed	Client Support	JWashabaugh	amacdonald
212151	Laptop Keyboard Not Working: High (Campus: OCN)	Closed	Client Support	asherrell	hpennerman
212161	Employee: Adams (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212166	Employee: Better (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212167	Employee: Belon (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212171	Employee: Brown (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212175	Employee: Ducharme (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212182	Employee: Cardenas (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212186	Employee: Lichtenberger (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212193	Employee: Lagervall (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212194	Employee: Enriquez (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212199	Employee: Pegg (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212203	Employee: Nikkhoy (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212208	Employee: Mayford (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212212	Employee: Wiedemeier (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212216	Employee: Tahamtani Omran (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212220	Employee: Snyder (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212224	Employee: Sharko (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212229	Employee: Rivas (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212233	Employee: Clark (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212239	Employee: Kelley (Desktop Computer)	Closed	Client Support	apaopao	amacdonald
212259	Unable to connect computer to printer : Medium (Campus: OCN)	Closed	Client Support	modom	mtvalente
212262	Update ProTools Ultimate Subscription in Control Room A and B : High (Campus: OCN)	Closed	Client Support	ederr	mtvalente
212263	Memory Upgrade?: High (Campus: OCN)	Closed	Client Support	kcoutts	gstone
212270	add email address to copy machine: Medium (Campus: CLC)	Closed	Client Support	mbucio	a.hill
212284	6/10/2022 : DEPARTING EMPLOYEE: Romine	Closed	Client Support	jcrast	amacdonald
212320	MS device license installation: Critical (Campus: OCN)	Closed	Client Support	stachibana	LWhite
212334	Software install: High (Campus: OCN)	Closed	Client Support	ChRodriguez	LWhite
212340	Mouse (remote) not working: High (Campus: OCN)	Closed	Client Support	raustinrivera	gstone
212344	Monitor Install PO 22001768	Closed	Client Support	ybalcazar	gstone
212346	Monitor Install PO 22001768 (2/2)	Closed	Client Support	thosley	gstone
212351	5/31/2022 : DEPARTING EMPLOYEE: Woo	Closed	Client Support	mkendall	amacdonald
212354	5/31/2022 : DEPARTING EMPLOYEE: Pickett	Closed	Client Support	mkendall	amacdonald
212358	5/31/2022 : DEPARTING EMPLOYEE: Noddings	Closed	Client Support	mkendall	RPeregrino
212364	5/31/2022 : DEPARTING EMPLOYEE: Marbey	Closed	Client Support	mkendall	amacdonald

212405	Laptop to be repurposed	Closed	Client Support	Ishoukry	gstone
212436	Library loaned laptop damaged: Low (Campus: OCN)	Closed	Client Support	mohnstad	hpennerman
212439	Install Soft phone: High (Campus:)	Closed	Client Support	mreeve	LWhite
212443	computer not connecting to printer: High (Campus: OCN)	Closed	Client Support	mfore	LWhite
212452	shredder boken: High (Campus: OCN)	Closed	Client Support	mfore	[NONE]
212456	New Hardware for AS President: High (Campus: OCN)	Closed	Client Support	dadler	[NONE]
212479	Need Fujitsu Scan Snap Application Downloaded: Medium (Campus: OCN)	Closed	Client Support	dboone	gstone
212482	install software for copy machines: Medium (Campus: OCN)	Closed	Client Support	ChRodriguez	LWhite
212484	Add google drive to computer: High (Campus: CLC)	Closed	Client Support	mbucio	[NONE]
212486	Microsoft Word Licensing: Critical (Campus: OCN)	Closed	Client Support	kgranza	RPeregrino
212495	service pro not working: High (Campus: OCN)	Closed	Client Support	amoore	[NONE]
212496	Assistance on sharing a recorded Zoom with another MCC employee: Low (Campus: OCN)	Closed	Client Support	svasquez	jringer
212497	Update Laptop: High (Campus: OCN)	Closed	Client Support	FRamirez	gstone
212499	3706WLAP11 and 3706WLAP09 Laptops Updates/Reset: Critical (Campus: OCN)	Closed	Client Support	jbanks	hpennerman
212501	Scanner Not Sending Email: High (Campus: OCN)	Closed	Client Support	mdear	LWhite
212502	Storage Maintenance for SLL Front Desk PC: High (Campus: OCN)	Closed	Client Support	sdelgadopadilla	LWhite
212503	Additional Monitor Set Up: Medium (Campus: OCN)	Closed	Client Support	dboone	mtvalente
212514	Dell Latitude 5420 Charger Replacement: Medium (Campus: OCN)	Closed	Client Support	Itemplin	[NONE]
212515	Install ClickUp Desktop Application for PIO team: Medium (Campus: OCN)	Closed	Client Support	victoriado	gstone
212539	ScanSnap Installation: Medium (Campus: OCN)	Closed	Client Support	gdepies	LWhite
212591	ScanSnap Installation: Medium (Campus: OCN)	Closed	Client Support	gdepies	LWhite
212593	Employee: Sanchez (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
212600	Application Error on Workstation MCCHHR84Z2: High (Campus: OCN)	Closed	Client Support	jbanks	gstone
212602	5/27/2022 : DEPARTING EMPLOYEE: Pickett	Closed	Client Support	cburrola	hpennerman
212606	5/31/2022 : DEPARTING EMPLOYEE: Mushinsky	Closed	Client Support	cburrola	amacdonald
212609	5/27/2022 : DEPARTING EMPLOYEE: Haar	Closed	Client Support	cburrola	amacdonald
212613	5/27/2022 : DEPARTING EMPLOYEE: Whitney	Closed	Client Support	cburrola	mtvalente
212617	6/1/2022 : DEPARTING EMPLOYEE: Leon	Closed	Client Support	cburrola	amacdonald
212625	ILINX: High (Campus:)	Closed	Client Support	jperez	RPeregrino
212645	Computer Not Printing: Medium (Campus: OCN)	Closed	Client Support	lgomez	gstone
212659	Adobe Acrobat DC is asking for a serial number: High (Campus:)	Closed	Client Support	lbollerud	RPeregrino
212664	Data Line for Copier/Scanner: Medium (Campus: OCN)	Closed	Client Support	acotter	LWhite
212687	Old computers: Medium (Campus: OCN)	Closed	Client Support	depayton	mtvalente
212692	Employee: Zupanc (Desktop Computer)	Closed	Client Support	stachibana	amacdonald
212702	Need device license to install MS Office desktop apps : High (Campus: OCN)	Closed	Client Support	stachibana	LWhite
212703	Zoom Audio Problem: Critical (Campus: OCN)	Closed	Client Support	stachibana	LWhite
212713	5/27/2022 : DEPARTING EMPLOYEE: Robinson Mendez	Closed	Client Support	gdepies	amacdonald
212718	5/27/2022 : DEPARTING EMPLOYEE: Sotelo	Closed	Client Support	gdepies	amacdonald
212725	Google Chrome on VMWare Desktop: Medium (Campus: Online)	Closed	Client Support	HGomez	RPeregrino
212730	6/9/2022 : DEPARTING EMPLOYEE: Murray	Closed	Client Support	jcrast	amacdonald
212736	Desktop needs repair	Closed	Client Support	cyanez	hpennerman

212751	desktop computer freezing : Critical (Campus: OCN)	Closed	Client Support	mfore	LWhite
212754	set up printer - print from internet explorer : Medium (Campus: OCN)	Closed	Client Support	mgallardo	RPeregrino
212757	Service Pro	Closed	Client Support	darey	LWhite
212808	Printer's email scan function not working : Medium (Campus: OCN)	Closed	Client Support	j.johnson	LWhite
212811	Unable to access S drive: High (Campus: Online)	Closed	Client Support	tjackson	dewilliamson
212818	Computer Running Extremely Slow: Critical (Campus: OCN)	Closed	Client Support	stuisee	LWhite
212830	Katie White's monitor exchange: Medium (Campus: OCN)	Closed	Client Support	kwhite	dewilliamson
212855	TI 84+ Emulator: Critical (Campus: OCN)	Closed	Client Support	mlaurel	mtvalente
212857	Zoom not working correctly on new laptop: High (Campus: OFF SITE)	Closed	Client Support	nscharff	RPeregrino
212867	Testing Lab Computer Errors: Medium (Campus: OCN)	Closed	Client Support	kctaylor	hpennerman
212881	Instructor extend screens in T431	Closed	Client Support	gstone	gstone
212885	Can't UNLOCK Computer : Critical (Campus: OCN)	Closed	Client Support	vbloss	gstone
212892	Add Microsoft Edge Browser : Medium (Campus: OCN)	Closed	Client Support	evbrown	RPeregrino
212920	Computer very slow	Closed	Client Support	kmarquardt	gstone
212933	Equipment Return	Closed	Client Support	JWashabaugh	hpennerman
212937	Issue with Zoom	Closed	Client Support	scordova	a.hill
212943	Can't Print: Medium (Campus: OCN)	Closed	Client Support	MHaynie	RPeregrino
212945	6/10/2022 : DEPARTING EMPLOYEE: Kott	Closed	Client Support	cburrola	RPeregrino
212950	6/10/2022 : DEPARTING EMPLOYEE: Fleming	Closed	Client Support	cburrola	amacdonald
212969	Access to the N-Drive: Critical (Campus: OCN)	Closed	Client Support	tshaw	RPeregrino
212971	MCC Student Health Services: Low (Campus: SAN)	Closed	Client Support	jrussell	RPeregrino
212976	MCCGBM6KH2 Computer Workstation Needs to be Updated: High (Campus: OCN)	Closed	Client Support	jbanks	gstone
213010	Missing in Action ServicePRO (after Windows update/restart): Critical (Campus: OCN)	Closed	Client Support	rmagyar	RPeregrino
213029	Scan Snap iX1500 - Updated Drivers Needed: High (Campus: OCN)	Closed	Client Support	manderson	RPeregrino
213032	Update Desktop Teams App: Medium (Campus: CLC)	Closed	Client Support	aaragon	a.hill
213033	PC does not turn on: Critical (Campus: OCN)	Closed	Client Support	stachibana	gstone
213034	Install EdConnect on Laptop: Critical (Campus: OCN)	Closed	Client Support	MRochaDuarte	hpennerman
213036	Unable to sign into MCC computer	Closed	Client Support	mphughes	dewilliamson
213060	Scanner Email Function: Medium (Campus: CLC)	Closed	Client Support	rogonzalez	a.hill
213063	Old Keyboards and Office Equipment: Medium (Campus: CLC)	Closed	Client Support	rogonzalez	a.hill
213066	BI Publisher Update: High (Campus: OCN)	Closed	Client Support	mmeyerholtz	dewilliamson
213075	MISSING LAPTOPS: Critical (Campus: OCN)	Closed	Client Support	mbourne	amacdonald
213076	Laptop MCC39458 not charging: High (Campus: CLC)	Closed	Client Support	aaragon	a.hill
213082	Printer settings: High (Campus: OCN)	Closed	Client Support	hsanchez	mtvalente
213086	Reconfigure laptop For Program Use: Medium (Campus: OCN)	Closed	Client Support	dboone	mtvalente
213087	screen damage to library laptop: Medium (Campus: OCN)	Closed	Client Support	scassetti	hpennerman
213088	Issue with logging in on laptop: High (Campus: OCN)	Closed	Client Support	dboone	mtvalente
213103	Printer smearing ink: High (Campus: OCN)	Closed	Client Support	abarragan	hpennerman
213105	requesting auto CAD be installed: Medium (Campus: OCN)	Closed	Client Support	vhernandez	dewilliamson
213109	Error launching Outlook	Closed	Client Support	kvilchez	RPeregrino
213116	Dell Tablet Issues: Medium (Campus: OCN)	Closed	Client Support	balvarez	mtvalente

213126	COVID-19 Equipment Request Returned - tshaw - Requesting Laptop for remo	Closed	Client Support	tshaw	mtvalente
213148	Unable to open Microsoft Word: Critical (Campus: OFF SITE)	Closed	Client Support	dingato	RPeregrino
213154	Ilinx Content: Critical (Campus:)	Closed	Client Support	Ghernandez	jringer
213156	Ticket #212830 - Katie White's monitor exchange: Medium (Campus: OCN)	Closed	Client Support	kwhite	dewilliamson
213168	Microsoft Office: Medium (Campus:)	Closed	Client Support	kalbrecht	RPeregrino
213173	Chariot computers reimaging: High (Campus: OCN)	Closed	Client Support	depayton	mtvalente
213179	Updates to laptop MCC39519: Medium (Campus: OCN)	Closed	Client Support	mina.hernandez	hpennerman
213182	Printer Error: Medium (Campus: OCN)	Closed	Client Support	MHaynie	dewilliamson
213202	Issues with computer connecting with printer: High (Campus: OCN)	Closed	Client Support	csingleton	RPeregrino
213211	unable to get desktop version of MS Office: Critical (Campus: OFF SITE)	Closed	Client Support	mdellin	jringer
213221	fix computer in 3102: Critical (Campus: OCN)	Closed	Client Support	LMiller	hpennerman
213225	SPSS license: Medium (Campus: OCN)	Closed	Client Support	gbehrouzian	RPeregrino
213235	Issue with old District laptop working with second personal monitor offsite	Closed	Client Support	jkoschwanez	kmezquita
213236	COVID-19 Equipment Request Returned - pconahan - Working from home.	Closed	Client Support	pconahan	amacdonald
213238	One Drive: new user, ensure file availability for direct report supervisor	Closed	Client Support	jbonillalauterbach	gstone
213241	Installation of Python, PytonEditor: PyCharm, R, and R Editor: RStudio: High (Closed	Client Support	sfirozian	gstone
213242	Pat Watson Community Education Assistant: High (Campus: OCN)	Closed	Client Support	PWatson	RPeregrino
213243	Service pro client needs to be updated: High (Campus: OCN)	Closed	Client Support	mturner	RPeregrino
213247	Laptop updates: High (Campus: OCN)	Closed	Client Support	mfore	gstone
213248	Pat Watson Community Education: High (Campus: OCN)	Closed	Client Support	PWatson	gstone
213251	add software to chemistry laptops: Low (Campus: OCN)	Closed	Client Support	lhernandez	dewilliamson
213254	Computer Monitor : High (Campus: OCN)	Closed	Client Support	adealba	hpennerman
213255	Need to run a test on Computers: Medium (Campus: OCN)	Closed	Client Support	lcargile	dewilliamson
213256	Need help with PC audio: Critical (Campus: OCN)	Closed	Client Support	stachibana	kmezquita
213266	Issue with MCC XP Pen Tablet	Closed	Client Support	gconrad	kmezquita
213268	Download Connexion Client to Ref Desk Computer: Medium (Campus: OCN)	Closed	Client Support	GSipman	dewilliamson
213270	Wireless mouse not working: Critical (Campus: OCN)	Closed	Client Support	stachibana	kmezquita
213279	EMV Card Reader Configuration Set up: Medium (Campus: OCN)	Closed	Client Support	khitchcock	dewilliamson
213280	Deep Freeze Passcode: Medium (Campus: OCN)	Closed	Client Support	rmueller	dewilliamson
213281	8/1/2022 : DEPARTING EMPLOYEE: Lane	Closed	Client Support	scorley	RPeregrino
213294	Computer shuts down: High (Campus: OFF SITE)	Closed	Client Support	SMercado	RPeregrino
213306	Update Camtasia on Staff Computer: Low (Campus: OCN)	Closed	Client Support	spultz	RPeregrino
213309	Staff Computer Glitching: Medium (Campus: OCN)	Closed	Client Support	amcruz	hpennerman
213320	service pro not working: Medium (Campus:)	Closed	Client Support	vhernandez	gstone
213323	Install ClickUp: Medium (Campus: OFF SITE)	Closed	Client Support	gwaite	mtvalente
213330	Slow Computer: Medium (Campus: OCN)	Closed	Client Support	rhernandez3	LWhite
213343	COVID-19 Equipment Request Returned - nklein - I would like to request a lap	Closed	Client Support	nklein	mtvalente
213354	ILINX access from home	Closed	Client Support	jperez	RPeregrino
213356	new Math Dept iPad, accessing Zoom	Closed	Client Support	lnakamura	mtvalente
213370	Employee: McClellan (Desktop Computer)	Closed	Client Support	mgallardo	amacdonald
213376	Need new Laptop: High (Campus: OCN)	Closed	Client Support	rmueller	amacdonald

213387	Issue with Camtasia: High (Campus: OCN)	Closed	Client Support	sfallstrom	RPeregrino
213395	ilinx Content Store access is Edge is blocked due .xbap file can be harmful: High (Campus: OCN)	Closed	Client Support	svasquez	jringer
213398	Security Bulletin: NVIDIA GPU Display Driver - May 2022	Closed	Client Support	EDonze	dewilliamson
213412	Reimage iMac: Medium (Campus: OCN)	Closed	Client Support	rmueller	mtvalente
213415	Camtasia Key Needed: Low (Campus: OCN)	Closed	Client Support	apaopao	jringer
213416	Update Camtasia to 2022	Closed	Client Support	apaopao	RPeregrino
213418	Employee: Clendening (Desktop Computer)	Closed	Client Support	jbolterud	amacdonald
213427	Laptop at home extremely slow: Medium (Campus:)	Closed	Client Support	jkoschwanez	kmezquita
213428	6/24/2022 : DEPARTING EMPLOYEE: Haynes	Closed	Client Support	cburrola	amacdonald
213436	Set-Up Staff Computer to a Shared Staff Computer: High (Campus: OCN)	Closed	Client Support	evbrown	mtvalente
213442	7/31/2022 : DEPARTING EMPLOYEE: Teixeira	Closed	Client Support	tsharp	amacdonald
213447	P6 color printer offline: Medium (Campus: SAN)	Closed	Client Support	bkessab	RPeregrino
213449	Installing New ProTools Subscription Licenses in the Music Computer Lab: Medium (Campus: SAN)	Closed	Client Support	ederr	mtvalente
213452	Employee: Cimino (Desktop Computer)	Closed	Client Support	kmarquardt	amacdonald
213472	Employee: Garcia (Desktop Computer)	Closed	Client Support	kbebout	mtvalente
213481	Laptop issue: Low (Campus: SAN)	Closed	Client Support	mmcclellan	RPeregrino
213482	laptop login and charger: Low (Campus: SAN)	Closed	Client Support	mmcclellan	RPeregrino
213497	adminitrator permission: Low (Campus:)	Closed	Client Support	iantonio	gstone
213499	SURF station needs a new mouse: Critical (Campus: OCN)	Closed	Client Support	stachibana	gstone
213501	Employee: Bishop (Desktop Computer)	Closed	Client Support	mdear	amacdonald
213519	Softphone Access for Verenice Garcia: Critical (Campus: OCN)	Closed	Client Support	kbebout	mtvalente
213525	Adobe: Low (Campus: OCN)	Closed	Client Support	thelmstreit	gstone
213526	Zoom: Medium (Campus: OCN)	Closed	Client Support	mfarrow	RPeregrino
213528	ILINX: High (Campus:)	Closed	Client Support	jobollerud	RPeregrino
213543	Unable to Update Work Laptop: Medium (Campus: OCN)	Closed	Client Support	imunoz	gstone
213606	No Computer or phone connection: Critical (Campus: OCN)	Closed	Client Support	mfore	kmezquita
213607	uipad locked out: High (Campus: OCN)	Closed	Client Support	vhernandez	mtvalente
213610	replace ethernet cord	Closed	Client Support	mtvalente	mtvalente
213613	New Workstation Set Up	Closed	Client Support	sstubblefield	hpennerman
213627	Copier Scanner Not Sending Email: Medium (Campus: TCI)	Closed	Client Support	cwelsh	gstone
213628	ClickUp Notifications: Low (Campus: OCN)	Closed	Client Support	gwaite	mtvalente
213638	Employee: Murico (Desktop Computer)	Closed	Client Support	bkessab	amacdonald
213643	Connection to printer and scanner: High (Campus:)	Closed	Client Support	lshoukry	kmezquita
213645	TV monitor "No signal" notice: Medium (Campus: CLC)	Closed	Client Support	ccarlsson	a.hill
213649	Need to Identify Laptop: Medium (Campus: OCN)	Closed	Client Support	tshaw	amacdonald
213654	Unable to access email through Microsoft icon on desktop of work laptop: Low (Campus: OCN)	Closed	Client Support	mzepeda	kmezquita
213657	XP-Pen Tablet driver: Medium (Campus: OCN)	Closed	Client Support	ilujan	RPeregrino
213664	ilinx support: Medium (Campus:)	Closed	Client Support	danieldiaz	kmezquita
213676	Reset Ipad: Medium (Campus: OCN)	Closed	Client Support	krrodriguez	mtvalente
213685	CI Badge- End Drive Permissions : Medium (Campus:)	Closed	Client Support	amcruz	RPeregrino
213686	CI Badge- End Drive Permissions : Medium (Campus:)	Closed	Client Support	amcruz	RPeregrino

213693	Q-Lab Request: Medium (Campus: OCN)	Closed	Client Support	adandersen	mtvalente
213694	iLINX page downloading issues : High (Campus:)	Closed	Client Support	tmora	RPeregrino
213701	Plug-ins Needed: Medium (Campus:)	Closed	Client Support	jgomez	RPeregrino
213712	Employee: Gonzalez (Desktop Computer)	Closed	Client Support	LSchneider	amacdonald
213724	Laptop Headphone Port Not Working: Critical (Campus: OCN)	Closed	Client Support	kbebout	kmezquita
213734	Help connecting to the printer: Low (Campus: OCN)	Closed	Client Support	israelgutierrez	mtvalente
		Client Support Closed 3242			
199053	Media Rack Disconnected in 2701: Critical (Campus: OCN)	Closed	Media Services	adandersen	rmueller
199223	Check out laptop: Medium (Campus: OCN)	Closed	Media Services	eviveros	[NONE]
199373	Media Euipment Need Repair: Critical (Campus: TCI)	Closed	Media Services	cchavez	rmueller
199563	Hyflex Pilot Workgroup	Closed	Media Services	asenigaglia	bbailey
199591	3517 Demo	Closed	Media Services	lsafaralian	bbailey
199619	Portable mic and speaker for off-campus event: Medium (Campus: OCN)	Closed	Media Services	csingleton	pbaldivez
199671	Student Ambassador Training: Medium (Campus: OCN)	Closed	Media Services	jgomez	[NONE]
199728	Unable to Log In: High (Campus: OCN)	Closed	Media Services	dsoto	bbailey
200006	VGA To HDMI Cord Needed: High (Campus: OCN)	Closed	Media Services	tpuccio	bbailey
200092	VAULT Camera System issue: Critical (Campus: OCN)	Closed	Media Services	abarragan	rmueller
200131	Five wireless microphone kits for Biology: Critical (Campus: OCN)	Closed	Media Services	tmessmer	AAfzali
200337	Request for Tablet and Stand for the Child Development Center for Parent to	Closed	Media Services	ychu	[NONE]
200526	Teaching Stations set-up: High (Campus: OCN)	Closed	Media Services	scorley	[NONE]
200594	Check out Projector for Semester: Low (Campus: OCN)	Closed	Media Services	awalkerpinneo	[NONE]
200643	Aztlan Audio (Event on Friday): Medium (Campus: OCN)	Closed	Media Services	ojimenez	[NONE]
200757	Set up on President's Office: High (Campus: OCN)	Closed	Media Services	jkoschwanez	bbailey
200780	Mounting Shure wireless microphone systems in classrooms: Low (Campus: OCN)	Closed	Media Services	tmessmer	[NONE]
200894	Monitor/computer for GEAR UP team members: Medium (Campus: OCN)	Closed	Media Services	iantonio	[NONE]
200921	Remote Keyboard Not Working: Critical (Campus: OCN)	Closed	Media Services	mking	rmueller
200953	Staff Laptop Computer Request: Medium (Campus: OFF SITE)	Closed	Media Services	afleming	[NONE]
200975	Mouse in 2701: Critical (Campus: OCN)	Closed	Media Services	bandersen	rmueller
200989	New batteries for Keyboard: Critical (Campus: OCN)	Closed	Media Services	tsisario	[NONE]
201061	Laptop Request : Medium (Campus: OFF SITE)	Closed	Media Services	cbazan	[NONE]
201143	Music Hi Flex - Rehearsal Room 2413: High (Campus: OCN)	Closed	Media Services	JMcKinley	bbailey
201145	Music Hi Flex - Rehearsal Room 2413: High (Campus: OCN)	Closed	Media Services	JMcKinley	bbailey
201146	Music Hi Flex - Rehearsal room: High (Campus: OCN)	Closed	Media Services	JMcKinley	bbailey
201153	Monitor in room 2304 not working on podium, does connect to projector	Closed	Media Services	ryantheule	rmueller
201194	Tripod for an Ipad to record on.: Medium (Campus: OCN)	Closed	Media Services	hdhaynes	bbailey
201195	SAS request for Chemistry Lab: High (Campus: OCN)	Closed	Media Services	jhigginbotham	[NONE]
201259	Microphone setup for OC7004 Ferreirae: Low (Campus: OCN)	Closed	Media Services	KFerreirae	[NONE]
201493	OC4530 HDMI input on instructor desk for laptops jittery	Closed	Media Services	cboehm	[NONE]
201632	Meet Community Education Instructor in Room OC 5005 for media equipment	Closed	Media Services	dhetherington	[NONE]
201778	Overhead Projector Lamps: Critical (Campus: OCN)	Closed	Media Services	bandersen	[NONE]
201781	Need access to Axis (?): Critical (Campus:)	Closed	Media Services	dadavis	bbailey

201782	Projector and Projector Screen: Medium (Campus: CLC)	Closed	Media Services	rogonzalez	[NONE]
201875	Projector: High (Campus: OFF SITE)	Closed	Media Services	mkendall	[NONE]
201877	Microphone needed for OC7004: High (Campus: OCN)	Closed	Media Services	mkendall	[NONE]
202003	Need loaner Elmo Camera	Closed	Media Services	dara	amacdonald
202021	Turning on Televisions: Low (Campus: OCN)	Closed	Media Services	pghaemi	[NONE]
202209	doc cam to projector: Medium (Campus: OCN)	Closed	Media Services	KFerreirae	[NONE]
202491	BRoken Projector Screen: Low (Campus: OCN)	Closed	Media Services	ceverts	[NONE]
202642	Overhead projector not connecting to computer screen: High (Campus: OCN)	Closed	Media Services	cboehm	[NONE]
202673	Web Camera Loaner: Critical (Campus: OCN)	Closed	Media Services	rcassoni	amacdonald
202761	ELMO NOT WORKING: Critical (Campus: OCN)	Closed	Media Services	aguzman	[NONE]
202792	CLC Open House: High (Campus: CLC)	Closed	Media Services	swalker	[NONE]
202793	SAN Open House: Low (Campus: SAN)	Closed	Media Services	swalker	[NONE]
202906	OC4514 Lab DVD Software: Critical (Campus: OCN)	Closed	Media Services	tmessmer	[NONE]
202946	TV in A&R: High (Campus: OCN)	Closed	Media Services	mmeyerholtz	[NONE]
203008	Hardware for Classroom Computer: High (Campus: OCN)	Closed	Media Services	xeggleton	[NONE]
203055	Projector in 5900 Having Problems: Critical (Campus: OCN)	Closed	Media Services	pconahan	[NONE]
203216	2 document camera: Low (Campus: OCN)	Closed	Media Services	mpark	[NONE]
203337	Install Ceiling Mount Large-Documnet Camera: High (Campus: OCN)	Closed	Media Services	ckinnon	[NONE]
203352	OC3609: document camera issues; during class	Closed	Media Services	sfirouzan	[NONE]
203459	New ID Card Camera: Low (Campus: OCN)	Closed	Media Services	ebissell	[NONE]
203530	Visix Access: Medium (Campus:)	Closed	Media Services	sncarpenter	[NONE]
203603	Streaming Support/Operator : Critical (Campus: OCN)	Closed	Media Services	HBaesErbs	[NONE]
203624	My computer in AP office not working. : Medium (Campus: OCN)	Closed	Media Services	raustinrivera	pbaldivez
203631	Request for microphone: Critical (Campus: OCN)	Closed	Media Services	j.johnson	[NONE]
203687	Computer Not connecting : High (Campus: OCN)	Closed	Media Services	mfore	[NONE]
203820	Repair television in Police Mobile Command Trailer: Medium (Campus: OCN)	Closed	Media Services	tmayr	[NONE]
204022	Thanksgiving Farmer's Market: Medium (Campus: OCN)	Closed	Media Services	sncarpenter	[NONE]
204063	TVs In Cafeteria: Medium (Campus: OCN)	Closed	Media Services	ebissell	[NONE]
204162	Transitions End of Semester Celebration: Low (Campus: OCN)	Closed	Media Services	cgoodspeed	[NONE]
204198	**Police Request*** TV's not working in Police station: Low (Campus: OCN)	Closed	Media Services	bfelt	rmueller
204293	Rent Media Equip: Medium (Campus: OCN)	Closed	Media Services	ckott	[NONE]
204406	Check Audio Equipment in Student Life: Medium (Campus: OCN)	Closed	Media Services	ebissell	[NONE]
204474	Need a video and possibly a videographer: High (Campus: OCN)	Closed	Media Services	stachibana	rmueller
204662	Speakers and mic for Year-end Celebration: Critical (Campus: OCN)	Closed	Media Services	aboles	[NONE]
204667	Desktop Computer and Projector not working together.: Critical (Campus: TC)	Closed	Media Services	dhetherington	rmueller
204755	Copier Items Dark/Unreadable: High (Campus: OCN)	Closed	Media Services	pababbitt	[NONE]
204883	Projector and Projector Screen: Medium (Campus: CLC)	Closed	Media Services	rogonzalez	[NONE]
205075	Need laptop to be used as kiosk at Writing Center, show waitlist on TV: Medium (Campus: OCN)	Closed	Media Services	ccarlsson	[NONE]
205076	Employee laptop checkout: Medium (Campus: OCN)	Closed	Media Services	ccarlsson	[NONE]
205156	Remove/Trash large AV Portable unit: Medium (Campus: OCN)	Closed	Media Services	j.johnson	[NONE]
205216	Aztlan - Overhead projector lightbulb: Medium (Campus: OCN)	Closed	Media Services	rallyn	[NONE]

205387	Media Euipment Need Repair: High (Campus: TCI)	Closed	Media Services	cchavez	[NONE]
205564	REquire Laptop To Work At Home: Medium (Campus: OCN)	Closed	Media Services	cwilder	[NONE]
205621	2 Laptop Request: Low (Campus: OCN)	Closed	Media Services	thelmstreit	[NONE]
205641	Reinstall Letters Chromebook cabinet in OCT306: High (Campus: OCN)	Closed	Media Services	scorley	[NONE]
205660	Laptop for Zoom: Critical (Campus: OCN)	Closed	Media Services	HBaesErbs	[NONE]
205665	Wireless Mic : Critical (Campus: OCN)	Closed	Media Services	HBaesErbs	[NONE]
205742	Help w someone to teach me how to use iPad in the smart room: High (Campus: OCN)	Closed	Media Services	Inakamura	[NONE]
206160	Projector Repair: High (Campus: OCN)	Closed	Media Services	hteixeira	[NONE]
206207	Need Doc Cam moved from T520 to T510: High (Campus: OCN)	Closed	Media Services	lcargile	[NONE]
206289	Move Apple TV from OCT313 to OC3511: Medium (Campus: OCN)	Closed	Media Services	CMitchell	rmueller
206290	Mount one tv monitor on an articulating bracket : Low (Campus: SAN)	Closed	Media Services	CMitchell	[NONE]
206385	Help hooking up Professional Live Stream lights: Medium (Campus: OCN)	Closed	Media Services	jkoschwanez	rmueller
206390	Zoom: Sunny unable to hear others	Closed	Media Services	jkoschwanez	rmueller
206534	Portable Project and Portable folding Screen: Critical (Campus: OCN)	Closed	Media Services	JMcKinley	[NONE]
206642	Audio/Sound In SIM lab: Medium (Campus: OCN)	Closed	Media Services	jfritts	[NONE]
207062	Projector light bulb: High (Campus: TCI)	Closed	Media Services	cchavez	[NONE]
207338	no sound : High (Campus: OCN)	Closed	Media Services	lhernandez	[NONE]
207352	Prep Letters Classroom for 2/22 in-person teaching: Critical (Campus: OCN)	Closed	Media Services	scorley	[NONE]
207353	Get Teaching Podium operational for 2/22 in-person teaching: Critical (Campus: OCN)	Closed	Media Services	scorley	[NONE]
207365	SAN305: High (Campus: SAN)	Closed	Media Services	bkessab	bbaily
207410	Projector In 5900	Closed	Media Services	mihall	[NONE]
207469	Projector in SAN601 will not turn on	Closed	Media Services	RPeregrino	bbaily
207471	Keyboard not responding in OC3608	Closed	Media Services	jperezcorona	[NONE]
207560	OC3509 projector	Closed	Media Services	Isafaralian	rmueller
207579	Mic needed: High (Campus: CLC)	Closed	Media Services	DLedet	[NONE]
207610	All CLC classrooms: modify hardware cabling	Closed	Media Services	dlambert	rmueller
207613	wireless microphone: High (Campus: OCN)	Closed	Media Services	lhernandez	[NONE]
207658	Classroom Audio: Medium (Campus: OCN)	Closed	Media Services	mkendall	[NONE]
207736	OC3517 document camera	Closed	Media Services	bpowell	[NONE]
207783	Issues with Media Cabinets in Studio A and Rehearsal Room : Low (Campus: OCN)	Closed	Media Services	ederr	[NONE]
207819	Revisit Apple TV in OC3511 Solutions: High (Campus: OCN)	Closed	Media Services	CMitchell	[NONE]
208088	OJF Oceanside Jazz festival April 9th: High (Campus: OCN)	Closed	Media Services	JMcKinley	[NONE]
208141	fix doc cam mount: Medium (Campus: OCN)	Closed	Media Services	lhernandez	[NONE]
208158	Tutorial: Medium (Campus: SAN)	Closed	Media Services	hwells	[NONE]
208172	Tutorial Needed for Classroom Equipment: Medium (Campus: TCI)	Closed	Media Services	cwelsh	[NONE]
208261	Install a camera on teacher computer: Critical (Campus: OCN)	Closed	Media Services	mchoi	[NONE]
208403	Sound in OC 3608: Medium (Campus: OCN)	Closed	Media Services	mburg	[NONE]
208495	Document camera shaking in OC4505: Medium (Campus: OCN)	Closed	Media Services	ajbrown	[NONE]
208569	Light in Projector Needs to be Replaced in Atzlan: Low (Campus: OCN)	Closed	Media Services	ceverts	[NONE]
208571	Instructor Comp not projecting: Critical (Campus: SAN)	Closed	Media Services	klaggner	bbaily
208671	SAN308 computer/projector connection	Closed	Media Services	cdolce	bbaily

208772	Microphone for Larger Zoom Meeting Audio/Recording: Medium (Campus: OCN)	Closed	Media Services	apaopao	[NONE]
208934	Projector and Projector Screen: High (Campus: CLC)	Closed	Media Services	rogonzalez	[NONE]
209296	Conference mic request: High (Campus: OCN)	Closed	Media Services	CMitchell	[NONE]
209347	Fix STEM Center TV Computer: High (Campus: OCN)	Closed	Media Services	cbanks	rmueller
209366	Replace Monitor in Pharos Kiosk	Closed	Media Services	jringer	pbaldivez
209503	need help with pc in OC3507: High (Campus: OCN)	Closed	Media Services	bkessab	rmueller
209544	Computer not projecting: Critical (Campus: SAN)	Closed	Media Services	kaggner	[NONE]
209714	Computer-TV screen not working: High (Campus: OCN)	Closed	Media Services	mkendall	[NONE]
209730	New Projector Bulb Needed: High (Campus: OCN)	Closed	Media Services	lcluff	[NONE]
209799	Overhead not displaying Computer screen OC1201	Closed	Media Services	jringer	[NONE]
209817	Replace lamp in projector in Aztlan: Critical (Campus: OCN)	Closed	Media Services	tshaw	[NONE]
209865	SAN204 projector -- blurry	Closed	Media Services	cmcfarland	bbailey
209867	Cable Replacement: Medium (Campus: OCN)	Closed	Media Services	rmueller	[NONE]
210028	Adelante Mujer: Medium (Campus: OCN)	Closed	Media Services	gbeas	[NONE]
210114	Installing HDMI and cameras : Medium (Campus: SAN)	Closed	Media Services	vgarcia	bbailey
210116	Installing HDMI and cameras : Medium (Campus: SAN)	Closed	Media Services	vgarcia	bbailey
210117	Installing HDMI and cameras : Medium (Campus: SAN)	Closed	Media Services	vgarcia	bbailey
210128	4K 18 GB cord: High (Campus: SAN)	Closed	Media Services	jlo	bbailey
210259	Projector Blue Screen: Medium (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210415	Zoom Sound not working: High (Campus:)	Closed	Media Services	jkoschwanez	[NONE]
210428	Zoom Set Up in OC4802: Critical (Campus: OCN)	Closed	Media Services	tsisario	bbailey
210495	Film - Strengthening Our Core: High (Campus: OCN)	Closed	Media Services	evbrown	[NONE]
210498	SAN Grad Fest: Medium (Campus: SAN)	Closed	Media Services	aegers	[NONE]
210499	Equipment for PowerPoint Presentation: High (Campus: OCN)	Closed	Media Services	evbrown	[NONE]
210501	OCN : Medium (Campus: OCN)	Closed	Media Services	aegers	[NONE]
210502	OCN Stolebration: Medium (Campus: OCN)	Closed	Media Services	aegers	[NONE]
210515	Replace lamp on projector in Aztlan : Low (Campus: OCN)	Closed	Media Services	pghaemi	[NONE]
210658	Streaming Help/Training for MOJO Jazz Master Class : High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210659	Request Streaming Help/Training for MOJO Jazz Concert: High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210660	Streaming Help/Training for Jazz Concert Hour: High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210661	Streaming Help/Training for Classical Concert Hour: High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210662	Streaming Help/Training for PopRox Ensemble and Chamber Choir: High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210663	Streaming Help/Training for Vocal Jazz Solo Night: High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210664	Streaming Help/Training for Orchestra Concert (Sunday): High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210665	Streaming Help/Training for Orchestra Concert (Saturday): High (Campus: OCN)	Closed	Media Services	ederr	[NONE]
210744	Summer Bridge Leadership Workshop: Low (Campus: OCN)	Closed	Media Services	cgoodspeed	[NONE]
210778	Install Smart Video Conference Camera/Microphone/Speaker: High (Campus: OCN)	Closed	Media Services	scorley	bbailey
210851	Transitions Scholars EOY Celebration : Medium (Campus: OCN)	Closed	Media Services	agerdo	[NONE]
210864	Repair the wall controls for TV: High (Campus: OCN)	Closed	Media Services	mtadayon	[NONE]
210899	Laptop Assigned and Set-up Request for Employee Ana Sandoval: Critical (Campus: OCN)	Closed	Media Services	nescobedo	[NONE]
210922	Issues with OC2304 Computer and Projector: Critical (Campus: OCN)	Closed	Media Services	tsisario	[NONE]

210933	DSLR Camera Request: Medium (Campus: CLC)	Closed	Media Services	dpreciado	[NONE]
211021	LatinX Youth Empowerment Conference: Medium (Campus: OCN)	Closed	Media Services	gbeas	[NONE]
211109	EOPS tv signage - need pc installed with visix	Closed	Media Services	jmota	bbailey
211139	video recorder for meeting: Medium (Campus: OCN)	Closed	Media Services	MScavone	[NONE]
211245	Need Help with Computers Controlling OC 3700's Massive Monitors: Low (Ca	Closed	Media Services	talves	[NONE]
211260	Projector in OC4901	Closed	Media Services	tnoble	rmueller
211276	Projector bulb out: Critical (Campus: OCN)	Closed	Media Services	bnewman	[NONE]
211317	My Girlfriend's Closet: Medium (Campus: OCN)	Closed	Media Services	gbeas	[NONE]
211427	PUENTE Adopt-A-Classroom Initiative-Vista Unified: High (Campus: OCN)	Closed	Media Services	slomeli	[NONE]
211584	please check podium in 3102: Medium (Campus: OCN)	Closed	Media Services	LMiller	[NONE]
211607	PUENTE Adopt-A-Classroom Initiative: High (Campus: OCN)	Closed	Media Services	slomeli	[NONE]
211720	Infrared Camera Feed Not Working: Critical (Campus: OCN)	Closed	Media Services	adandersen	[NONE]
211977	Need TV Cart with DVD player: High (Campus: OCN)	Closed	Media Services	twilliams	[NONE]
212156	Microphone Request for Commencement Debrief Meeting: High (Campus: O	Closed	Media Services	sdelgadopadilla	[NONE]
212406	Request video camera and tripod: Medium (Campus: OCN)	Closed	Media Services	sfallstrom	[NONE]
212504	Need Doc Cam: High (Campus: OCN)	Closed	Media Services	lcargile	bbailey
212576	Wireless Microphones for Commencement Debrief: Critical (Campus: OCN)	Closed	Media Services	tshaw	[NONE]
212638	Check media in CLC204: Medium (Campus: CLC)	Closed	Media Services	ltisdale	[NONE]
212644	Wireless Microphones	Closed	Media Services	tshaw	[NONE]
212949	doc cam: High (Campus: OCN)	Closed	Media Services	lhernandez	[NONE]
213085	6/21/2022 11:00 AM Maintenance Event Setup: Gear Up College Doors (Cam	Closed	Media Services	dpenuelas	[NONE]
213240	Macbook with Qlab Request: High (Campus: OCN)	Closed	Media Services	adandersen	[NONE]
213315	Projector Speaker: Medium (Campus: OCN)	Closed	Media Services	lcargile	[NONE]
213514	Loud projector in classroom: High (Campus: CLC)	Closed	Media Services	ltisdale	[NONE]
		Media Services Closed	181		
198881	Media Event Setup: Drive Thru Farmer's Market- OCN (Campus: OCN)	Closed	MS - Event Setup	nwilliams	[NONE]
198930	Media Event Setup: MCC Foundation Executive Committee Special Meeting 7.	Closed	MS - Event Setup	djaykus	rmueller
199239	Media Event Setup: NAACP Back to School Rally (Campus: OCN)	Closed	MS - Event Setup	azamora	[NONE]
200101	Media Event Setup: Student Ambassador Training (Campus: OCN)	Closed	MS - Event Setup	gbeas	[NONE]
200102	Media Event Setup: Student Ambassador Training (Campus: OCN)	Closed	MS - Event Setup	jgomez	[NONE]
201068	Media Event Setup: MiraCosta Foundation Campaign: Cultivating Connections	Closed	MS - Event Setup	csingleton	[NONE]
201262	Media Event Setup: MCC Foundation Governance and Nominations Committe	Closed	MS - Event Setup	djaykus	[NONE]
201676	Media Event Setup: BRN Meeting with Students (Campus: OCN)	Closed	MS - Event Setup	abarragan	[NONE]
201708	Media Event Setup: Student Ambassador Meetings (Campus: OCN)	Closed	MS - Event Setup	jgomez	[NONE]
202158	Media Event Setup: San Pasqual Academy College Visit (Campus: OCN)	Closed	MS - Event Setup	gbeas	[NONE]
202336	Media Event Setup: CRC Holiday Basket Sign Ups (Campus: CLC)	Closed	MS - Event Setup	gbeas	[NONE]
202753	Media Event Setup: October OCN Campus Farmer's Market Audio Needs (Can	Closed	MS - Event Setup	sncarpenter	[NONE]
202755	Media Event Setup: October CLC Campus Farmer's Market Audio Needs (Cam	Closed	MS - Event Setup	sncarpenter	[NONE]
202845	Media Event Setup: Student Services Costume Contest (Campus: OCN)	Closed	MS - Event Setup	aboles	[NONE]
203037	Media Event Setup: MiraCosta College Foundation Quarterly Mtg./RETREAT (C	Closed	MS - Event Setup	djaykus	[NONE]
203269	Media Event Setup: CLC Open House (Campus: CLC)	Closed	MS - Event Setup	ceverts	[NONE]

203275	Media Event Setup: Dia de los Muertos (Campus: OCN)	Closed	MS - Event Setup	jbanks	[NONE]
203716	Media Event Setup: Veterans Day Event (Campus: OCN)	Closed	MS - Event Setup	vdibenedetto	[NONE]
203801	Media Event Setup: SAN Open House (Campus: SAN)	Closed	MS - Event Setup	ceverts	[NONE]
204255	Media Event Setup: CA Dream Act Workshop (Campus: OCN)	Closed	MS - Event Setup	gbeas	[NONE]
204432	Media Event Setup: AIS Department Retreat (Campus: OCN)	Closed	MS - Event Setup	LSchneider	[NONE]
204492	Media Event Setup: Transitions End of Semester Celebration (Campus: OCN)	Closed	MS - Event Setup	cgoodspeed	[NONE]
204765	Media Event Setup: MLK Day of Service (Campus: OCN)	Closed	MS - Event Setup	azamora	[NONE]
205348	Media Event Setup: New Student Seminar (Campus: OCN)	Closed	MS - Event Setup	rallyn	[NONE]
206129	Media Event Setup: Brotherhood BBQ Event (Campus: OCN)	Closed	MS - Event Setup	stuisee	[NONE]
206819	Media Event Setup: HBCU Transfer Fair/Caravan (Campus: OCN)	Closed	MS - Event Setup	jbanks	[NONE]
206993	Media Event Setup: Honors Game Night (Campus: OCN)	Closed	MS - Event Setup	hperaltaramirez	[NONE]
207230	Media Event Setup: Adult High School Commencement (Campus: CLC)	Closed	MS - Event Setup	mdesouza	[NONE]
207274	Media Event Setup: Weeks of Welcome Day 1 (Campus: OCN)	Closed	MS - Event Setup	sncarpenter	[NONE]
207278	Media Event Setup: Weeks of Welcome Day 3 (Campus: OCN)	Closed	MS - Event Setup	sncarpenter	[NONE]
207893	Media Event Setup: First Year Forward Training (Campus: OCN)	Closed	MS - Event Setup	ellesmith	[NONE]
208066	Media Event Setup: AIS Retreat (Campus: OCN)	Closed	MS - Event Setup	LSchneider	[NONE]
208084	Media Event Setup: Puente Noche de Familia (Campus: OCN)	Closed	MS - Event Setup	jbanks	[NONE]
208518	Media Event Setup: A Taste of MiraCosta 2022 (Campus: SAN)	Closed	MS - Event Setup	jgomez	bbailey
208542	Media Event Setup: ADN Pinning Ceremony (Campus: OCN)	Closed	MS - Event Setup	abarragan	[NONE]
208692	Media Event Setup: We Still Here Film Screening (Campus: OCN)	Closed	MS - Event Setup	Autumn Hill	[NONE]
208763	Media Event Setup: Biomanufacturing Graduation Ceremony-Celebration (Ca	Closed	MS - Event Setup	mkendall	[NONE]
208818	Media Event Setup: Jim Gill Virtual Concert (Campus: OCN)	Closed	MS - Event Setup	dperalta	[NONE]
208868	Media Event Setup: Barrio Empowerment Educational Conference (Campus:	Closed	MS - Event Setup	greyes	[NONE]
209057	Media Event Setup: STREAM Festival (Campus: OCN)	Closed	MS - Event Setup	bpalmer	[NONE]
209109	Media Event Setup: SAN Grand Re-Opening (Campus: SAN)	Closed	MS - Event Setup	aevers	[NONE]
209117	Media Event Setup: SAN Grand Re-Opening *NEW Update (Campus: SAN)	Closed	MS - Event Setup	aevers	[NONE]
209421	Media Event Setup: Spring Celebration of Excellence (Campus: OCN)	Closed	MS - Event Setup	swalker	[NONE]
209862	Media Event Setup: MCC BA Block Party/Resource Fair (Campus: OCN)	Closed	MS - Event Setup	ewilliams	[NONE]
210123	Media Event Setup: Black Student Success Week - Market (Campus: OCN)	Closed	MS - Event Setup	Autumn Hill	[NONE]
210125	Media Event Setup: Black Student Success Week - Market (Campus: OCN)	Closed	MS - Event Setup	Autumn Hill	[NONE]
210140	Media Event Setup: STEMLC Leadership Meeting (Campus: OCN)	Closed	MS - Event Setup	apaopao	[NONE]
210141	Media Event Setup: STEMLC Leadership Meeting (Campus: OCN)	Closed	MS - Event Setup	apaopao	[NONE]
210142	Media Event Setup: STEMLC Leadership Meeting (Campus: OCN)	Closed	MS - Event Setup	apaopao	[NONE]
210296	Media Event Setup: CRM Business Process Analysis Session (Campus: OCN)	Closed	MS - Event Setup	gdepies	[NONE]
210337	Media Event Setup: Honoring Retiree Ann Carli (Campus: SAN)	Closed	MS - Event Setup	tfishinger	bbailey
210351	Media Event Setup: Chicanx/Latinx Graduation (Campus: OCN)	Closed	MS - Event Setup	ojimenez	[NONE]
210368	Media Event Setup: Expressions 2022 (Campus: CLC)	Closed	MS - Event Setup	mbucio	[NONE]
210390	Media Event Setup: RAFFY Campus Tour (Campus: OCN)	Closed	MS - Event Setup	carce	[NONE]
210394	Media Event Setup: Headshots & Hors d'oeuvres (Campus: OCN)	Closed	MS - Event Setup	iphillips	[NONE]
210397	Media Event Setup: RAFFY Campus Tour (Campus: OCN)	Closed	MS - Event Setup	carce	[NONE]
210537	Media Event Setup: Wellness Hub Groundbreaking (Campus: OCN)	Closed	MS - Event Setup	ceverts	[NONE]

210602	Media Event Setup: Summer Bridge Kick-off Breakfast (Campus: OCN)	Closed	MS - Event Setup	cgoodspeed	[NONE]
210678	Media Event Setup: STREAM Festival (Campus: OCN)	Closed	MS - Event Setup	azamora	[NONE]
210745	Media Event Setup: Summer Bridge Leadership Workshop (Campus: OCN)	Closed	MS - Event Setup	cgoodspeed	[NONE]
210853	Media Event Setup: Transitions Scholars EOY Celebration (Campus: OCN)	Closed	MS - Event Setup	agerdo	[NONE]
211038	Media Event Setup: Adult High School Commencement (Campus: CLC)	Closed	MS - Event Setup	mdesouza	[NONE]
211074	Media Event Setup: OMNI Research Showcase (Campus: CLC)	Closed	MS - Event Setup	elurenana	[NONE]
211135	Media Event Setup: Rites of Passage (Campus: OCN)	Closed	MS - Event Setup	Autumn Hill	[NONE]
211142	Media Event Setup: Lavender Celebration (Campus: OCN)	Closed	MS - Event Setup	jbanks	[NONE]
211178	Media Event Setup: Mana EOY Celebration (Campus: OCN)	Closed	MS - Event Setup	greyes	[NONE]
211209	Media Event Setup: Summer Bridge BBQ (Campus: OCN)	Closed	MS - Event Setup	cgoodspeed	[NONE]
211282	Media Event Setup: ASG Student Senate (Campus: OCN)	Closed	MS - Event Setup	oaelmer	[NONE]
211439	Media Event Setup: OMNI Research Showcase (Campus: SAN)	Closed	MS - Event Setup	elurenana	[NONE]
211440	Media Event Setup: OMNI Research Showcase (Campus: CLC)	Closed	MS - Event Setup	elurenana	[NONE]
211442	Media Event Setup: OMNI Research Showcase (Campus: CLC)	Closed	MS - Event Setup	elurenana	[NONE]
211443	Media Event Setup: Veterans Graduation Luncheon (Campus: OCN)	Closed	MS - Event Setup	vdibenedetto	[NONE]
211618	Media Event Setup: Honors President's Reception (Campus: OCN)	Closed	MS - Event Setup	elurenana	[NONE]
211691	Media Event Setup: Men's Basketball Celebration (Campus: OCN)	Closed	MS - Event Setup	stuisee	[NONE]
212578	Media Event Setup: Student Services Ground Breaking (Campus: OCN)	Closed	MS - Event Setup	ceverts	[NONE]
212706	Media Event Setup: Comm Ed FedEx Work Skills Training (Campus: CLC)	Closed	MS - Event Setup	Itisdale	[NONE]
212824	Media Event Setup: San Diego North EDC Board Meeting (Campus: OCN)	Closed	MS - Event Setup	swalker	[NONE]
212865	Media Event Setup: Gear Up Presenter (Campus: OCN)	Closed	MS - Event Setup	ojimenez	[NONE]
212884	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212889	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212899	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212903	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212911	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212914	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212916	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212918	Media Event Setup: Gear Up For College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212921	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212923	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
212925	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
213081	Media Event Setup: Gear Up College (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
213083	Media Event Setup: Gear Up College (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
213084	Media Event Setup: Gear Up College Doors (Campus: OCN)	Closed	MS - Event Setup	dpenuelas	[NONE]
213129	Media Event Setup: CRM Business Process Analysis Session (Campus: OCN)	Closed	MS - Event Setup	gdepies	[NONE]
213146	Media Event Setup: I'M A H.E.R.R.S GIRL GRADUATION (Campus: OCN)	Closed	MS - Event Setup	ceverts	[NONE]
213339	Media Event Setup: STEMLC Leadership Meeting (Campus: OCN)	Closed	MS - Event Setup	apaopao	[NONE]
213341	Media Event Setup: STEMLC Leadership Meeting (Campus: OCN)	Closed	MS - Event Setup	apaopao	[NONE]
213494	Media Event Setup: NSDC NAACP Back 2 School Stay in School (Campus: OCN)	Closed	MS - Event Setup	azamora	[NONE]