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Who to contact for technical issues

I have a technical issue - who can help me?

HARDWARE AND EQUIPMENT

ISSUE	FIRST ACTION	WHO TO CONTACT
Laptop is not starting or otherwise not working	Make sure power cable is connected. If it starts but does not otherwise work, try restarting.	Süleyman
My mouse/keyboard/screen stopped working	Replace batteries (if mouse, keyboard). Switch screen first off then on again.	For replacement of such equipment, Süleyman but approval from HR is needed

New IT equipment is needed

HR for approval and Süleyman for technical details

GENERAL TOOLS (Outlook, NextCloud, server)

ISSUE

FIRST ACTION

WHO TO CONTACT

Email is not working

Check that your internet connection is working. If yes, check in a group chat if others are experiencing the same issue and if yes, if TT has already been contacted.
If issue is only with you, contact TT.

Süleyman

NextCloud call is not working (error message when joining or camera not activating at all)

Check if others are having the same issue

Süleyman

I've lost the password to my personal email

Süleyman

I need a password to set up one of the shared inboxes

Laura, Roberta, Jan

I'm not able to install **MailStore**

Süleyman

Cannot access the server

Check if others are having the same issue

Süleyman

PM TOOLS (memoQ, Plunet, OmegaT)

ISSUE

FIRST ACTION

WHO TO CONTACT

MemoQ general error messages

Quit and restart memoQ, if that does not help, ask in memoQ group if others have been experiencing the same and how they fixed it.

Valentina

Cannot log in to **MemoQ**

Check with other PMs in the chat if they've had issues or ask them to release a license if that is the problem.

Valentina

I need additional linguist licenses for **memoQ** for a project

Contact Ops (**operations@capstan.be**) with the information on your project, how many licences you'd need etc. Once request has been approved, Ops will purchase those licenses). For having them integrated into our memoQ, contact Valentina/Süleyman

Operations
(Laura/Grace)
Valentina/Süleyman

Cannot log in to **Plunet**, because no active licenses

Check with Stef or Laura if they can kick out a user that does not need Plunet for time-tracking (there should **always** be enough licenses for the PMs. If there is not, it means that "too many" short-term users, such as FNZ or BizDev are logged in simultaneously).

If the above is not an option, check in the Plunet chat if anyone can log out.

**Stefanos,
Operations
(Laura/Grace)**

<p>Plunet does not allow to assign jobs that are already created</p>	<p>First try logging out and clearing cache. If that does not help, contact Stefanos.</p>	<p>Stefanos</p>
<p>Plunet timesheet issue</p>		<p>Stefanos</p>
<p>Issue related to OmegaT</p>	<p>Check with others or in the relevant chat groups.</p>	<p>Contact OmegaT helpdesk (soon to be activated)</p>

Odoo

<p>ISSUE</p>	<p>FIRST ACTION</p>	<p>WHO TO CONTACT</p>
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KnowSystem, **Odoo**
in general

Check in the group
chat if others are
having the same
issue.

Süleyman
Gergoe