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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/scre
en 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/Süley
man

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)

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

Odoo

ISSUE	FIRST ACTION	WHO TO CONTACT

KnowSystem, **Odoo**
in general

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

Süleyman
Gergoe