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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/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)**

|                                                                      |                                                                                    |                                                |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Plunet</b> 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                                       |
| <b>Plunet</b> timesheet issue                                        |                                                                                    | Stefanos                                       |
| Issue related to <b>OmegaT</b>                                       | 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