



CGI CONTACT CHANNELS

WEBCHAT/EMAIL

Apple ID Password Reset
Email Release Request
Chasing an update on an
Existing Open Ticket

PHONE - 01835825052

Major outages - Network/Telephony down
Corporate Account Password Reset
Corporate Account Unlock
iPad Faults
Shared Drive Fault
Printer Fault

My IT Portal

Application Faults
Packaged Application -Software
installation
Account Amendments (including location
changes)

For all contact methods please
ensure you get a ticket number
and give preferred contact
details.

If issues are not resolved after 5
working days please escalate to
[catherine.thomson@scotborders
.gov.uk](mailto:catherine.thomson@scotborders.gov.uk)