



# CGI CONTACT CHANNELS

## WEBCHAT/EMAIL

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

## PHONE - 01835825042

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

## Service Now 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)