Things to Know...

1. System Time Out
   The system will automatically time out after 1 hour of inactivity. You will see this window when the system is about to log you out.

2. Pop-Up Blocker
   You must allow or disable the pop-up blocker while working in Remedyforce.

3. Old SupportSuite Status
   SupportSuite will be available for 45 days from the go live date of August 3rd. During this period, ITS will not move over existing tickets, but will allow you to either close or move over tickets to the new system (Remedyforce). https://support0.memphis.edu/staff/index.php

   After September 17, 2015, Support Suite Information can only be accessed using the Argos system. The system will go down and will not be available to edit, open or close tickets.