

1st Line Support Troubleshooting

All the usual culprits of repeat 1st Line Support Issues

- Cloud/ Internet Down - Wireguard Causation (Source 247)

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It's normally a call from one of the Source 247 staff who are either working from home or an alternative site like a Cafe.

More often than not, it's Wireguard needing a reset - But you need to check these steps with them:

Check that they are definitely on the WiFi. (If they are in a cafe, make sure they have gone and logged in through the WiFi-portal)

Get them to bring up Wireguard (On a Windows - Search bar - Wireguard)

Get them to Turn Wireguard off

Ask them to then restart their Computer.

Once restarted - go back to Wireguard and ensure it is Turned ON

Check WiFi is online

If all these steps do not work - Raise to 2nd Line Support