TECHNICAL SUPPORT

LIAQUAT INSTITUTE OF MEDICAL & HEALTH SCIENCES (LIMHS), THATTA

Contents

1. Introduction

This policy outlines the guidelines to reaching our technical support team at **LIAQUAT INSTITUTE OF MEDICAL & HEALTH SCIENCES (LIMHS), THATTA**, in case of our faculty, students and staff is experiencing technical issues with campus systems or devices, our technical support team will help them in sporting out the issues.

2. How to register a complaint

To register a complaint, contact us at support@lumhs.edu.pk, to get assistance with:

- Wi-Fi connectivity
- Email setup and troubleshooting
- Password resets
- Hardware and software issues
- Campus system access and more!

Our highly skilled, experienced and friendly team is available to support you. Don't hesitate to reach out.

3. Monitoring

- Complaints are properly logged, recorded and monitored. Assigned and route complaints to appropriate technical staff. Tracks and monitor the complaint status and progress in order to ensure timely and effective response and resolution. Maintain the record of complaints and their outcomes

4. Review and Revision

- This policy will be reviewed and revised as necessary to ensure it remains effective and up-to-date.