

From: EISD [eisd@epa.gov]
Sent: 2/6/2025 1:16:31 PM
To: Killian, Cole [Killian.Cole@epa.gov]; Isaac, Hugues [isaac.hugues@epa.gov]
Subject: IT Support: INC1583957 - VDI Pro for Cole Killian has been created

The logo for 'now' is displayed in a white, lowercase, sans-serif font against a dark, textured background. The letters are bold and modern, with the 'o' being slightly larger and more rounded than the other letters.

Hello Cole,

Thank you for contacting IT Support! Incident ticket INC1583957 has been created on your behalf. We'll contact you shortly to address your issue.

Keep this information handy so you can check your ticket status:

Support requested for: VDI Pro for Cole Killian

Requested On: 02/06/2025 08:15:48 EST

Requested Service Time: ASAP - We will do our best to meet this need; however, we cannot guarantee service within your requested support window.

To check your ticket status:

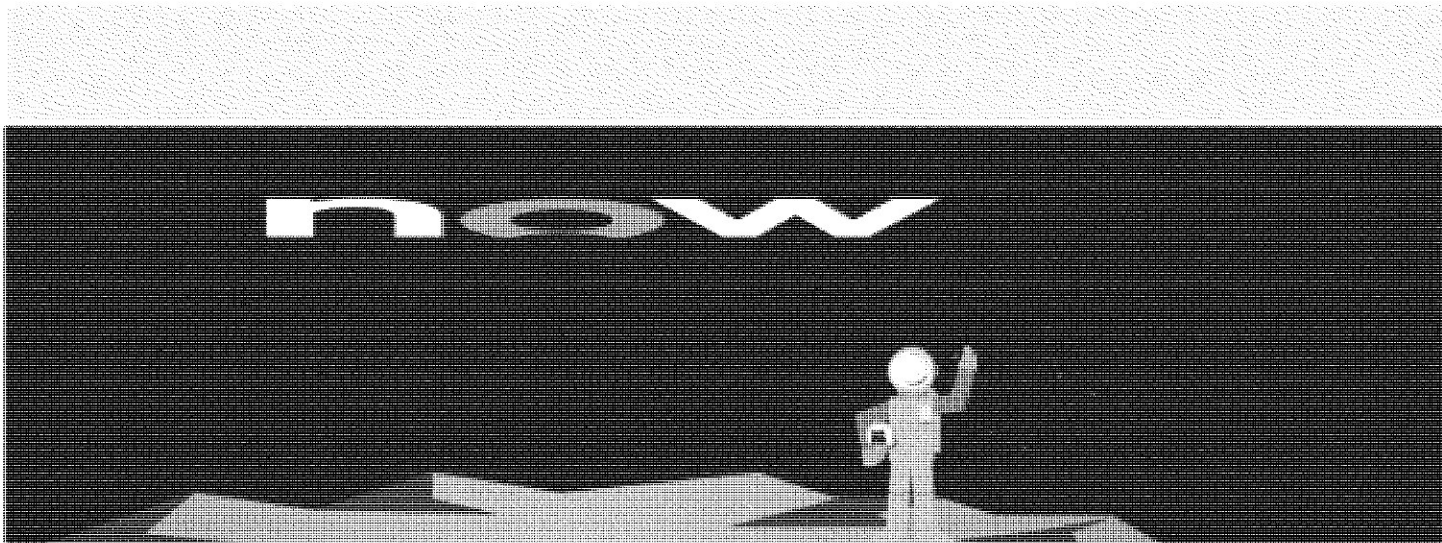
To interact with the support team:

- [Visit the EISD Customer Portal](#). If you don't see the ticket, go to 'My Records' on the top bar and find your specific ticket. OR
- Reply to this email; it will be recorded in the ticket and seen by the support team. OR
- Call the Enterprise IT Service Desk at 1-866-411-4372 (4EPA), Option 3 (have your ticket number handy).

[Visit the EISD Customer Portal](#) at any time for additional IT help and services.

Thanks!

Visit the [EISD Customer Portal](#) for additional services, or call the Enterprise Help Desk at 1-866-411-4372 for assistance



Ref:MSG24350291_twPKN5molXeMKq7GEK0