

The designs to be reviewed today can be found [here](#).

Please read the task descriptions aloud before you begin each task.

**Task 1**

**Open the ServiceDesk. Without clicking on anything, describe what you see and what you can do here.**

**Task 2**

**You just got a new company iPhone and need to set it up to connect to the network. Find information to help you successfully connect to company's network.**

**Task 3**

**You are unable to get your new iPhone to properly connect to the network on your own. Find where you would get additional help.**

**Task 4**

**A few days ago, a ticket was entered to address your iPhone connectivity problem. Check the current status of this ticket.**

**Task 5**

**You need to get administrator access to a SharePoint site with the URL of [example.site/ImportantSite](#). Request access to this site.**

**Task 6**

**You are unable to access SAP. Check to see if there is an outage.**

**Task 7**

**Assume you are a manager and one of your team members has requested an RSA token. Approve this request.**