



## Blue Screen Outage

**Impacted Locations:** Enterprise

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### OVERVIEW

We hope this message finds you well. We understand that technical issues can be frustrating and disruptive to your work.

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### Steps to Take in the Meantime

To ensure you receive prompt and effective support, please follow these steps when encountering the “blue screen” issue:

**Report the Issue:**

Call the TOC at 916-734-HELP (4357) to report your issue directly to our support team.

**Self-Service Portal:**

If you have access to a working machine, please use the [IT Self-Service Portal](#) to log your issue. This allows us to track and resolve your problem efficiently.

**In-Person Support:**

Those nearby can drive to the Health Administration Building 10850 White Rock, Rancho Cordova 95670 to have your issue addressed in person by our IT staff. Please walk in the front doors and see the front desk for further instructions.

**Remote Assistance:**

If you prefer or are unable to visit in person, you can wait for the next available IT agent to call you back regarding the incident you reported. They will guide you through the solution over the phone.

Your cooperation is greatly appreciated in helping us resolve your IT issues swiftly and efficiently. If you have any questions or need further assistance, please don't hesitate to reach out.



**IT Help Desk Contact Information**

**UC DAVIS  
HEALTH**

**Call: (916) 734-HELP (4357)**

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