

Job Aide – EFB/GOOD Password Reset

Double Click on the CGFixIT Icon on your desktop or access CGFixIT through [CG Portal Applications](#). From the Request Management Menu select “Phones & Conferencing”.

The screenshot shows the 'Request Management Menu' interface. At the top, there is a search bar and a 'Search Knowledge Base' button. On the left, there is a sidebar with 'Submitted Requests' (Needs Attention: 6, Drafts: 0, Since Last Visit: 0, Open Requests: 0) and 'Popular Services' (Browse Catalog, Preferences, Request On Behalf Of...). The main area displays 'Service Categories' in a grid:

- I Need Help With...** (Lifebuoy icon)
- Phones & Conferencing** (Telephone icon) - A green arrow points to this category.
- Manage My Workplace Accounts** (People icon)
- Manage My Application Accounts** (Account icon)
- Software & Equipment** (Software box icon)
- IT Security & Virus Reporting** (Lock icon)
- Training & Information** (Group of people icon)
- Cutter & Shore Electronics Maintenance** (Ship icon)

Each category has a 'List Related Services >' link below it.

At the next screen select the “Good” option

The screenshot shows the 'Services' page for 'Phones & Conferencing'. The breadcrumb trail is 'Phones & Conferencing' and the page shows '1 - 5 of 5' items. A green arrow points to the 'Good' service card. The services listed are:

- Desktop Telephones**: This service is to request a new phone, support for problems with your existing ...
- Good Good**: This service allows users to request support for Good software installed on thei...
- Teleconferencing Accou...**: This service allows you to establish a teleconferencing account. It may take 60-...
- Video Chat**: This service allows you to report problems or request support for your new or ex...
- Video Teleconferencing**: This service allows you to report problems or request support for new or existin...

Each service card includes 'Add to Favorites | Add to Cart | Details...' links.

Complete the necessary fields and once you have entered all your information in the fields you are now ready to select the "Submit" (Not Add to Cart), button in the lower right-side of the screen

Submitted Requests

- Needs Attention: 6
- Drafts: 0
- Since Last Visit: 0
- Open Requests: 0

Popular Services

- Browse Catalog
- Preferences
- Request On Behalf Of...

Provide Information

Phone: (252) 334-5379
Email: Gregory.M.Rehlender@u

Instructions

You must have a CG-approved, CG-purchased smartphone, charger, and cable. In addition, your phone must be enabled and active prior to starting the Good software installation and configuration process. Once your request is approved, you will be contacted by the Centralized Service Desk (CSD) via email with instructions to configure your device.

I have read the "User Guide for Good Devices" page.* Yes
Click [here](#) to view the page.

Please select an option*
Select a device type: I need to re-activate my [dropdown]
Good is not functioning on my device
I have not received an email on my device in over 24 hours
Initial Good Set-up (if it has never been activated)
I need to re-activate my device (Re-provisioning)
I need to de-activate my device (if it is no longer needed)
<Clear>

I acknowledge that my device is an available and approved ITCCB device.*
Additional Information (Please be as detailed as possible.)
Alternate/Cell Phone # (e.g., (xxx) xxx-xxxx)
Best time to contact you? (e.g., M-F 0700-1500)

Buttons: Add Attachment, Summary, Add To Cart, Save As Draft, Submit

You now have a ticket with a Request ID for tracking the progress of your request

Submitted Requests

Req...	Request ID	Request Name	Status	Status Reason	Submit Date	Expected Date
	REQ00000621594	Good	Submitted		1/27/2014 10:40:18...	1/27/2014 10:28:53 AM

Summary For: REQ00000621594

Status: Pending

Description: This service allows users to request support for Good software installed on their CG-approved, CG-purchased mobile device. Please note, this service provides support for

Activity Log:
1/27/2014 10:40:18 AM ; saskinner.main.ads.uscg.mil
Attachment from Request Entry

Buttons: Request Details, Complete Request, Cancel, Reopen