# Process for Break/Fix EUSO Support and Refresh Process (Stage 4)

While we remain in the Stage 4 telework posture, the following information has been developed to help you in case you are in a situation where you have a problem that could not be resolved remotely by your local end user services program office (EUSO).

1. If a user problem could not be resolved remotely by the local EUSO it will be escalated to a break/fix scenario.
2. EUSO sends email to end user and the organization’s point of contact (POC) with a Cc to larc-dl-ocio-customerservice@mail.nasa.gov notifying them that the user needs to come on site for resolution with a recommended date and time for the user to come on Center for support.
3. The organization’s POC coordinates with the user’s supervisor to obtain approval (and funding if applicable) for the user to gain access to the Center for the scheduled break/fix appointment and provides the approval to EUSO, confirming the appointment.
4. The requesting organization coordinates the user’s Center access. In this case, the supervisor works with their Director to email the Emergency Operations Center (EOC) at larc-eoc@mail.nasa.gov. If approved, access to the center will be granted.
5. The user will make every attempt to follow the [guidance](https://teams.microsoft.com/l/file/99BD3E08-FD63-44BF-AF81-2607ED18B941?tenantId=7005d458-45be-48ae-8140-d43da96dd17b&fileType=pdf&objectUrl=https%3A%2F%2Fnasa.sharepoint.com%2Fteams%2FOCIOTeam%2FShared%20Documents%2FIT%20HELP%2FCOVID-19%20Guidance%2FCOVID-9%20LaRC%20On%20Center%20Stay%20Safe%20Guidance.pdf&baseUrl=https%3A%2F%2Fnasa.sharepoint.com%2Fteams%2FOCIOTeam&serviceName=teams&threadId=19:34c1b17167b040a58585d7359f6baee3@thread.skype&groupId=022c45b8-0eb0-4e88-b009-0c8cdbfc7359) provided by the CDC and NASA LaRC Safety Office to safeguard themselves and others when they come to the Center.
6. The user will come to the Front Gate at the designated appointment time and date, and then proceed to either Building 1268, Room 1201 to have their issue resolved or to Building 2101, Room 105 if they are picking up a new device only.
7. The user will call the EOC (757-864-9315) to make them aware they are leaving the center, keep their supervisor informed of their status and return to their telework location.

**A list of organization IT POC’s can be found** [**here.**](https://teams.microsoft.com/l/file/A0A22FCF-25E7-4D29-8638-3A4716B0187A?tenantId=7005d458-45be-48ae-8140-d43da96dd17b&fileType=xlsx&objectUrl=https%3A%2F%2Fnasa.sharepoint.com%2Fteams%2FLangleyEndUserServices%2FShared%20Documents%2FPoint%20of%20Contacts%2FIT%20POC%20List.xlsx&baseUrl=https%3A%2F%2Fnasa.sharepoint.com%2Fteams%2FLangleyEndUserServices&serviceName=teams&threadId=19:88343b4956ae412bbc8bfda8641c3a66@thread.skype&groupId=7a5ab74b-0ecb-4b5e-9605-11d1b679cd80)