

[Your Company Letterhead]

[Date]

[Employee's Name]

[Employee's Job Title]

[Employee's Department]

[Employee's Address]

[City, State, Zip Code]

Dear [Employee's Name],

Subject: IT Support Request

I hope this message finds you well. We have received your request for IT support regarding [brief description of the issue]. Our IT team is dedicated to resolving your concerns promptly.

Please provide us with the following information to expedite the support process:

1. A detailed description of the issue you are facing
2. Any error messages or codes that appear
3. The device you are using (e.g., laptop, desktop, phone)
4. Your operating system version (if applicable)
5. Any troubleshooting steps you have already attempted

Once we have this information, our IT team will be in touch with you shortly to assist further.

Thank you for your cooperation.

Best regards,

[Your Name]

[Your Job Title]

[Your Department]

[Your Contact Information]

[Company Name]