

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Title]
[Company/Organization Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well.

I am writing to request assistance with accessing the Virtual Desktop Infrastructure (VDI) system. I have encountered issues with my login credentials and am unable to connect to the platform for my work responsibilities.

My user ID is [Your User ID], and I have attempted to reset my password but have not received any confirmation or updates. I would greatly appreciate your guidance on how to resolve this matter promptly.

Thank you for your attention to this issue. I look forward to your swift response.

Sincerely,

[Your Name]

[Your Position]