Have you lost access to Alma or Primo?

- **YES**
  - Do you have an Internet connection? Can you go to www.google.com?
  - **YES**
    - Is more than one PC affected?
    - **YES**
      - Has there been a downtime posting for AlmaNA01 or PrimoNA01 on status.exlibrisgroup.com?
      - **YES**
        - Ex Libris Staff is working on a solution.
      - **NO**
        - Contact your DALNET Project Manager. Name: _______________ Phone: _______________ Email: _______________
    - **NO**
      - Close all programs and reboot PC. OK?
      - **NO**
        - Network Problem. Contact local institution help.
      - **YES**
        - If status.exlibrisgroup.com does not indicate the system is down, this is an emergency that should be reported by your DALNET Project Manager at the Ex Libris customer support site: exlidp.exlibrisgroup.com
  - **NO**
    - Network Problem. Contact local institution help.

- **NO**
  - Is more than one PC affected?
  - **YES**
    - Has there been a downtime posting for AlmaNA01 or PrimoNA01 on status.exlibrisgroup.com?
    - **YES**
      - Ex Libris Staff is working on a solution.
    - **NO**
      - Close all programs and reboot PC. OK?
      - **NO**
        - Network Problem. Contact local institution help.
      - **YES**
        - If status.exlibrisgroup.com does not indicate the system is down, this is an emergency that should be reported by your DALNET Project Manager at the Ex Libris customer support site: exlidp.exlibrisgroup.com
  - **NO**
    - Network Problem. Contact local institution help.
Options for non-emergency support
1) Open a Footprints issue online at helpdesk.dalnet.org or
2) Email helpdesk@dalnet.org or
3) Call 313-577-6789 during normal business hours.

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