

## **AGILYSYS TROUBLESHOOTING PROCEDURES: USC Card**

For issues involving your USC Card, please take the following steps:

1. E-mail the Systems team with the Venue and Terminal ID Number.

**\*\*ASIT provides NO Agilysys USC Card support**

### **REFERENCES**

Hospitality Systems  
[hospsys@usc.edu](mailto:hospsys@usc.edu)

### **GENERAL GUIDELINES**

DO NOT CONTACT IT directly, contact the Systems Team, we will troubleshoot the issue and then contact IT if necessary. If it is after hours and an absolute emergency, then you may email AUX IT with the Systems Team cc'ed, but if at all possible, please hold off on emailing AUXIT directly so the Systems Team can investigate the issue.