

**Instructions:**

Please read the scenario below and describe how you would respond. You can include any steps you might take, how you would approach the situation, and how you would interact with the people involved. (Max 300 words)

**Scenario:**

A new team member has just started at Wellways and is unable to log into their computer. Their manager, who has already tried to help but isn't very IT-savvy, walks over to your desk looking a little flustered. They explain that the new starter is already having a rough first day, and the delay is affecting their induction plan. You're currently managing other requests, and this issue wasn't flagged ahead of time.

How would you handle this situation?