

GFI Software**202 IT administrators in companies of 10+ employees in the USA****11.03.2015 to 16.03.2015**

Q7. What is the most ridiculous thing you've seen an end user do?
a guy hitting his own child.
Access a program and delete it out of frustration
access inappropriate material on work device
Ask how to print.
ask stupid questions
At some point during our conversation, I asked the user if she knew how to take a screen shot so she could see what was happening. The user assured her that she knew how to do it and would do so immediately.
Being close-minded
being stupid
Blow thing out of the water because an employee made a slight mistake
Break 5 computers all at once
bringing up porn
Call for help with a problem when the only thing wrong was the ON/OFF switch
call my equipment trash
can't really see
Change their user name and password, without the permission of their management.
check
coming up with an improvement when the result is already achieved
communication
Complain about issues that are easily resolved by reading instructions.
Complain because they didn't have enough time to get something done, after giving them ample time.
complaining a mouse isn't working when it's not even plugged in
completely disregard instructions and cause the launch to totally fail
completely erase a program that took me 2 days to work on
create multiple bogus accounts with same personal info and password then complain when caught and all accounts deleted
customer support help with a client who didn't know how to even turn on his monitor
delete all of their .dll files
Delete entire programs off of their computer to avoid being caught using it for personal reasons
delete files
Disrespect and unappreciate the company
drink a lot of coffee
drop a computer keyboard on the floor
drop their laptop and step on it
drugs
Dump coke on laptop to get a new one
Duplicate account
eat
eating and drinking as they hover over their keyboard
End user thought their computer would not start no matter what they tried. Monitor was off.
Erase their entire hard drive
Fail to scroll through a document, saying that only one page was available.
fall off his chair
falling asleep
Forget protocol for data transmission
forget username when it is generalized
Format their hard drive.
Give out wrong info

Give password to computer to person on phone who was not authorized
Hack into a coded system
have his computer unplugged
have their screen monitor turned down and they thought it was broken
Hide the finder on their computer and have no idea how to turn it back on.
Hmm...I don't really think I've seen anything too ridiculous. I've been fortunate to have to deal with mostly co
hook up the product in the entirely wrong way, bring down their network, then come to us crying for help
How do I turn on the computer
I am in IT Management, so I don't interact with end users much, but I have seen my CEO hack my budget and
ignore my warnings of the danger of not investing in upgrades year after year and then complain that our
i find i have to deal with too many issues and the things i see in the office are sometimes too stressful for one
person alone to have to do all of the work, yet this is what i am given to do in the job title i have worked in
i have never seen any ridiculous thing at all
I haven't seen anything ridiculous
I would have to say it is kind of a blanket of ridiculous end users who don't read or follow written
instructions. We have guides next to some computers with graphics about how to print and use scanner. At
ignore statistical data
I'm not allowed under company policy to divulge that information.
It's hard to choose just one, but I would probably say the most ridiculous thing I've seen was they got so
It's not so much ridiculous things as ridiculous expectations.
Its times when the user don't clean out their mail boxes and their information is slowed down.
I've seen end users not take their jobs seriously.
just act like they don't know what they are doing
last minute rush
Left
Look at porn at work.
mail back RAM taped to a fed ex envelope
Make coffee
Mess up
misconnected simple computer wires and cables
most of the people i work with are pretty tech savvy, so the biggest issue we have are bugetary limitations
move the entire operationg system to the delete bin
None
none
none
none
none
none
none
None
none
none
Not act out what they say
not do there job
not have the power on the computer and wondered why it did not work
Not know how to operate system
Not know where the log in was located for D2L.
not knowing how to close browser tabs
not plug in computer
not realize they have a blown fuse on a server
not schedule enogh help
not take time to read simple. basic instructions

not understanding what anything is
not working
nothing
nothing
Nothing
nothing
nothing that i can remember
Paid for but did not pickup
peoples stupidity
pour coffee
Put a space heater right next to her computer....
put it on his head
qiut
quit
quit
Repeatedly asking for time off.
Repeating the same error
Rush through their job
said everything siple and easy.... frequently add some changes
screw it up
screw up a server
Seriously complain that the stream of a World Cup game was too slow.
shut down their whole system then not know how to restart it.
sit naked on there machine
smash girlfriends laptop....oops. Was his work related laptop and tried to claim she did it. police report didn't
so many things
spill water
stay after work to work on a project without pay
stop in the middle of something important
Stop working with the hours of overtime with no means of another job
Straight out lie about having a problem with our code.
take apart a computer
Take apart a computer while it was still plugged in
take apart their own computer
take sick leaves
Take the product and try to install it incorectly
Take the whole system apart
Tell us how the network is down, insist we drop everything to come assist him. The Monitor cable was unplugged
The computer is making a noise and I don't know why. All the while they have they finger on the space bar ke
the hours that i have to put in
the most ridiculous thing i have seena end user re test a product a product more times then is needed for pr
They complained about the work I was doing while doing nothing themselves
they do not know what reboot means
they gives wrong password for login and creates a user ticket to register a failure
They log out instantly.
Throw their driver in the trash.
throw up
throwing something at the computer
Tight deadlines given for the issues to resolve.
tightdeadlines
Time
too many to count, but ultimately blame us for what they did on their own before asking for help

too many to name
too much work to do
tried to turn the computer on while unplugged
try to make a dvd in a non dvd burning dvd
try to open a pc because they were told they information is in the computer
Try to raise the price when the contracts are already signed
try to tell me it doesnt work when its been tested multiple times prior to delivery
Try to use their mouse on the actual computer screen when asked to clink on an icon. They physically picked u
Turn off monitor and thought it was turning computer off.
turn something off than say it did not work
Unplug a computer because they were frustrated & then get mad because they lost data
Use a laptop bag with a laptop bag in it as an overnight bag, and act surprised when they closed their laptop o
useless arguments
user has infected network by clicking on the link in e-mail. He was warned, we cleaned our pc's then this idiot
walk away
watch child porn on company computer
when someone left without signing out and things were posted not suppose to be
Yell at me for updating their computer when i already warned them it would be happening that morning. The
Yell instructions t the computer screen
You don't want to know,lol

count s canceled

competent and sane end users.

t support it.

ged!

y....duh or My computer won't start and yet it is not plugged in (Really!).

oduction

ip the mouse and placed it on the screen to try to get it to click the icon.

n an open tube of toothpaste.

clicked on the link for the seconfd time

y told me this is why no one liked me.