

Helpdesk Search Assistant — Sample PDF

Document type: Internal HR & IT Quick Guide (Sample)

1) Vacation policy (sample):

- Full-time employees: 15 paid vacation days per year.
- Interns: 5 paid vacation days per 4-month term.
- Vacation requests should be submitted at least 10 business days in advance.

2) Password reset (sample):

- Visit the internal portal and select 'Reset Password'.
- Multi-factor authentication is required.
- If you cannot access MFA, contact IT support.

This page is designed to be easy to retrieve with semantic search.

IT Support — Troubleshooting (Sample)

3) VPN connection issues (sample):

- Ensure your internet connection is stable.
- Confirm the VPN profile is set to 'Company-VPN'.
- If you see error code 720, reboot and try again.

4) Remote work policy (sample):

- Employees may work remotely up to 2 days per week with manager approval.
- Sensitive data must not be stored on personal devices.

FAQ (sample):

Q: How do I contact IT after hours?

A: Email it-support@example.com and include 'URGENT' in the subject.