

# **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](mailto:it-support@example.com) and include 'URGENT' in the subject.