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## IT SUPPORT Q&A

### PASSWORD RESET

Q: I forgot my password

A: Self-service password reset instructions

Q: My password expired and I can't log in

A: Self-service password reset instructions

Q: I'm getting an error that my account is locked

A: Account lockout procedures

Q: What are the password requirements?

A: Password policy information

Q: I'm not receiving the verification code for password reset

A: Verification troubleshooting

Q: I changed my password now my phone can't sync email

A: Post-password change issue

### VPN ISSUES

Q: VPN not connecting

A: VPN troubleshooting steps

Q: VPN keeps disconnecting

A: VPN connection stability troubleshooting

Q: What's the VPN server address?

A: VPN configuration information

Q: VPN says authentication failed

A: VPN credential verification

Q: I'm getting error 'Unable to contact VPN server'

A: VPN firewall/network troubleshooting

Q: VPN connected but can't access internal resources

A: VPN DNS/routing troubleshooting

Q: Do I need VPN to access email?

A: VPN necessity question

## SLOW LAPTOP

Q: My laptop is running slow

A: General performance troubleshooting

Q: Computer is lagging and freezing

A: System resource check

Q: Laptop takes forever to boot up

A: Startup optimization

Q: My laptop fan is loud and it's hot

A: Overheating troubleshooting

Q: Windows is taking up all my disk space

A: Disk cleanup instructions

Q: Is my laptop infected with a virus?

A: Malware scan instructions

Q: Should I restart my laptop?

A: Restart recommendation

Q: My C drive is red is that bad?

A: Critical disk space

## PRINTER ISSUES

Q: Printer not working

A: General printer troubleshooting

Q: Printer is offline

A: Printer offline fix

Q: My print job is stuck

A: Print queue management

Q: Printer says paper jam

A: Paper jam removal instructions

Q: Printing blank pages

A: Toner/ink troubleshooting

Q: How do I add a printer to my computer?

A: Printer installation

Q: How do I print from my phone?

A: Mobile printing instructions

## GENERAL

Q: What can you help me with?

A: Capabilities overview

Q: How do I contact IT support?

A: Contact information

Q: Can you help me with software installation?

A: Software installation support

Q: I accidentally deleted an important file

A: File recovery request

## MIXED

Q: I can't log in and VPN won't connect

A: Multiple issues

#### EDGE CASE

Q: I spilled coffee on my laptop

A: Physical damage

Q: I received a phishing email

A: Security awareness