**Common Helpdesk Issues and Solutions:**

**1. Password Resets:**

Situation: A user forgets their password and needs a reset.

Steps to Resolve:

Verify the user's identity with security questions or through company verification methods.

Reset the password through the administrative portal.

Advise the user to choose a strong, memorable password that meets security guidelines.

Remind the user to update their password in other devices or applications where it’s used.

**2. Basic Computer Troubleshooting:**

Situation: A user's computer is slow or not functioning correctly.

Understanding Computer Architecture:

CPU (Central Processing Unit): Check if high CPU usage is slowing down the computer. Use task manager to close unnecessary applications.

RAM (Random Access Memory): Ensure there is enough memory available. Recommend closing unused applications or a system upgrade if consistently at capacity.

Storage (Hard Drive/SSD): Verify there is enough free space. Suggest cleaning up large, unused files or upgrading storage if needed.

Steps to Resolve:

Perform a system restart to clear temporary files and stop unresponsive programs.

Run a virus scan to ensure the slowness isn’t caused by malware.

Check for system updates and apply them if available.

**3. Web Connectivity Issues:**

Situation: A user cannot access specific websites.

Steps to Resolve:

Confirm the website address is correct.

Check network connection (Wi-Fi, Ethernet).

Try accessing the website from a different device to rule out device-specific issues.

Clear the browser cache and cookies, or try a different browser.

If the issue persists, check if the website is down for everyone using a site like downforeveryoneorjustme.com.

Escalate to the network team if it seems to be a broader connectivity or DNS issue.

**Final**

Always document the issues and solutions in the helpdesk ticketing system.

Maintain a polite and professional demeanor, ensuring users feel supported and valued.

Keep learning! The more you understand the systems and common issues, the more effective you’ll be.