

# Help Desk Q&A Dataset 5

Q1. How do I reset my email password?

A1. Go to the password reset portal, enter your username, verify with OTP, and set a new password. If locked, contact IT.

Q2. Why is my VPN not connecting?

A2. Check internet connection, restart VPN client, verify credentials. If issue persists, clear VPN cache or contact IT.

Q3. How can I recover a deleted file?

A3. Check the Recycle Bin or request IT to restore the file from backups.

Q4. What should I do if my laptop is overheating?

A4. Shut down the laptop, clean vents, ensure proper airflow, and avoid using on soft surfaces.

Q5. How do I request software installation?

A5. Submit a request on ITSM portal with manager approval.

Q6. Why can't I access the shared drive?

A6. Ensure you are connected to VPN or office network, and request permission if access is restricted.

Q7. How to fix a printer not responding?

A7. Check printer cables, restart printer, reinstall drivers, or contact IT.

Q8. How do I connect to office Wi-Fi?

A8. Select the official Wi-Fi SSID, enter work credentials, or request IT access.

Q9. What should I do if my Outlook keeps crashing?

A9. Update Outlook, clear cache, or repair the profile via Control Panel.

Q10. How to resolve slow internet issues?

A10. Restart router, close heavy applications, or contact the network team.

Q11. Why am I unable to login to the system?

A11. Check username/password, reset password if necessary, or unlock account via IT.

Q12. How to enable multi-factor authentication?

A12. Go to security settings, register your mobile/email, and enable MFA app.

Q13. What do I do if I forgot my Windows password?

A13. Use self-service reset portal or contact IT for account unlock.

Q14. How to update antivirus software?

A14. Open antivirus application, check for updates, and run full scan.

Q15. Why is my webcam not working?

A15. Check app permissions, update drivers, or test with another app.

Q16. How to clear cache in Chrome browser?

A16. Go to Settings → Privacy → Clear browsing data → Select cache and clear.

## **Help Desk Q&A Dataset 5 (contd.)**

Q17. Why am I getting low disk space error?

A17. Delete temporary files, move data to OneDrive, or request more storage.

Q18. How do I set up email on my phone?

A18. Use Exchange option in Mail app, enter work email & password, configure MFA.

Q19. What should I do if my system is infected with malware?

A19. Disconnect from internet, run antivirus scan, and escalate to IT security.

Q20. How do I raise a service desk ticket?

A20. Log in to ITSM portal, describe the issue clearly, and submit the ticket.