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