# Help Desk Virtual Machine Project

**Name:** Gurbaksh  
**Date Completed:** July 2025  
**Project Environment:** Windows 10 VM on VirtualBox  
**Purpose:** Demonstrate key skills for IT Support / Help Desk roles

**Virtual Machine Setup**

* Installed Windows 10 on a custom VirtualBox VM with 4 GB RAM, 2 CPUs, and 50 GB storage
* Configured virtual hardware, attached ISO, and completed unattended install
* Used the VM as a sandbox to safely perform and test administrative tasks

**User Account Management**

* Created a new local user (testuser) and managed account permissions
* Promoted and demoted account between Standard User and Administrator roles
* Reset user password using Local Users and Groups
* Enabled and disabled account access to simulate onboarding/offboarding scenarios
* Aligned with common Active Directory operations done in help desk roles

**File Sharing Configuration**

* Created and shared a folder (SharedDocs) on the VM to simulate local network file sharing
* Configured advanced share settings and managed user-level access permissions

**Screenshots Included:**

* Windows desktop after installation
* User account settings (testuser created)
* Account permission change screen
* Password reset dialog
* Account disable properties window
* Shared folder settings with permissions

**Skills Demonstrated:**

* User account and permission management
* Shared folder configuration
* Virtual machine setup and OS installation
* A screenshot of a computer

  AI-generated content may be incorrect.Use of admin tools (Computer Management, Settings, etc.)

A screenshot of a computer

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