

Employee Troubleshooting and Self-Service Guide

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Access Management

1. Microsoft Windows Password Reset

When You're Logged In:

- Step 1: Press `Ctrl + Alt + Delete` together and select Change a password.
- Step 2: Type your old password, then your new password twice to confirm. Hit Enter or click the arrow to change it.

When Locked Out:

- Contact IT Support. They'll verify who you are and can reset your password, allowing you to set a new one at your next login.

2. Google Workspace (Gmail, Docs, etc.) Password Reset

Forgot Password:

- Step 1: Go to the Google login page and click Forgot password?
- Step 2: Follow the prompts. You might need to answer security questions or get a verification code on your phone.
- Step 3: Once verified, you can set a new password.

If Logged In and Changing Password:

- Step 1: Go to your Google Account's Security section.
- Step 2: Click on Password under "Signing in to Google."
- Step 3: Verify your current password, then enter your new password twice. Click Change Password.

3. Android Device Password Reset

Forgot Lock Screen Password:

- Note: Resetting your device's password might erase all data if you haven't set up a recovery option.
- Option 1: Use Google's "Find My Device" service if you've linked your Google account to your device and have an internet connection.
 - Go to android.com/find from another device, log in with your Google account, and select Secure Device or Reset Device.
- Option 2: For older devices or if the above doesn't work, a factory reset might be necessary. Contact IT Support for help to avoid data loss.

If Changing Device Password for Security:

- Step 1: Open Settings on your device.
- Step 2: Go to Security > Screen lock.
- Step 3: Choose your new lock method (PIN, pattern, password) and follow the prompts to set it up.

For all other issues involving a password Reset contact Johnathan Reinhart to resolve at: 1-913-381-XXXX

4. MFA Setup Guide with JumpCloud

Setting Up MFA with JumpCloud

Step 1: Install the JumpCloud App

- Download the JumpCloud Protect app on your smartphone. It's available on both the Apple App Store and Google Play Store.

Step 2: Link Your Account

- Log into the JumpCloud User Portal on your computer using your standard username and password.
- Navigate to the Security settings and look for the MFA setup option.
- Choose Set Up next to JumpCloud Protect. A QR code will appear on your screen.

Step 3: Scan the QR Code

- Open the JumpCloud Protect app on your phone and tap + to add a new account.
- Use your phone's camera to scan the QR code displayed on your computer screen. This links your account to the app.

Step 4: Activate MFA

- After scanning, the app will show a six-digit code. Enter this code back on your computer screen to confirm the setup.
- You're all set! MFA is now active for your account.

Using MFA for Daily Logins

- Every time you log in to JumpCloud or connected services, you'll enter your password as usual.
- Then, open the JumpCloud Protect app to get your MFA code. Enter this code to complete your login.
- Remember, the code changes every 30 seconds for added security, so use it right away.

Lost Phone or Access?

Contact Johnathan Reinhart at: 1-913-381-XXXX if you lose access to your MFA device. We can help you regain access to your account safely.

Contact the Help desk at: 1-913-381-XXXX

Application Support

1. ERP for Fleet Management

Software Installation:

- Obtain the ERP software from the official vendor site.
- Follow the vendor's installation guide, ensuring server requirements and client setup are correctly configured.

Troubleshooting:

- Issue: Login or data synchronization problems.
 - Fix: Verify network connections and server status. Restart the client application.
- Issue: Performance issues.
 - Fix: Check for updates or patches that may improve efficiency.

Updates and Patches:

- Schedule updates during off-peak hours.
- Ensure backups are made before applying major updates.

2. WhatsApp for Communication

Software Installation:

- Download WhatsApp from the official website or mobile app stores.
- Install on smartphones and PCs as needed, using company-approved phone numbers.

Troubleshooting:

- Issue: Not receiving messages or notifications.
 - Fix: Check notification settings on the device and within the app.
- Issue: Installation or activation issues.
 - Fix: Ensure the correct phone number is used. Restart the app or device.

Updates and Patches:

- Enable automatic updates in your device's app store settings to keep WhatsApp current.

3. Google Cloud Scheduler

Software Installation:

- Access is through the Google Cloud Console; no traditional installation required.
- Ensure users have Google Cloud access rights and roles configured for using Cloud Scheduler.

Troubleshooting:

- Issue: Jobs not running as scheduled.
 - Fix: Check job configuration for correct syntax and permissions. Verify that all triggers are correctly set up.

Updates and Patches:

- Managed by Google, so no manual updates required. Stay informed about changes via Google Cloud documentation.

4. Microsoft 365

Software Installation:

- Install via the Microsoft 365 admin center by assigning licenses to users, who can then install Office apps from the portal.

Troubleshooting:

- Issue: Unable to install or activate Office apps.
 - Fix: Check the user's license status and internet connectivity. For activation issues, use the Support and Recovery Assistant from Microsoft.
- Issue: Documents not syncing with OneDrive.
 - Fix: Ensure OneDrive is running and logged in. Check file size and type restrictions.

Updates and Patches:

- Set Office apps to receive automatic updates. This ensures that your applications are always up to date with the latest features and security updates.

Contact Johnathan Reinhart at: 1-913-381-XXXX any unresolved questions, or concerns

Cloud Services transition in 2024 Troubleshooting Guide

Introduction to Cloud Computing

As we transition to cloud computing, we're moving from traditional, single-server systems to flexible, scalable cloud services. Cloud computing allows us to access computing resources over the internet, enabling better collaboration, disaster recovery, and cost efficiency.

Common AWS Issues and Solutions

1. Service Limits Reached:

- Problem: Unable to launch new instances or services due to hitting AWS service limits.
- Solution: Request a limit increase via the AWS Management Console under the Service Quotas section.

2. Connectivity Issues:

- Problem: Difficulty connecting to AWS services.
- Solution: Ensure your network ACLs and security group settings allow the necessary traffic. Verify VPC configurations and Internet Gateway connections.

Azure Troubleshooting Guide

1. Authentication Errors:

- Problem: Issues signing into Azure services.
- Solution: Verify Azure Active Directory configurations. Ensure users are assigned the correct roles and permissions.

2. Resource Deployment Failures:

- Problem: Errors when deploying Azure resources.
- Solution: Check for compliance with Azure policies and resource group limits. Use the Azure Resource Manager for detailed error messages and guidance.

Google Cloud Platform Troubleshooting

1. Billing Quotas Exceeded:

- Problem: Services stop or are limited due to exceeded billing quotas.

- Solution: Review your billing account to ensure payment methods are valid and monitor usage to stay within budget.

2. VM Instance Connectivity Issues:

- Problem: Unable to connect to GCP VM instances.
- Solution: Verify firewall rules in the VPC network allow access. Check the instance's external IP and ensure SSH/RDP ports are open.

Interacting with Cloud Service Providers

Effective Communication:

- When contacting support, have your account details, service IDs, and a clear description of the issue ready.
- Use provider-specific support portals for faster resolution:
 - AWS Support Center
 - Azure Support
 - Google Cloud Support

Contact Johnathan Reinhart at: 1-913-381-XXXX any unresolved questions, or concerns

Data Management Troubleshooting Guide

Data Backup and Recovery

1. Backup Setup:

- Windows Backup and Restore (Windows):
 - Click on the Windows Start button.
 - Type "Backup" in the search bar and select "Backup settings."
 - Click "Add a drive" and choose an external drive for backup.
 - Toggle "Automatically back up my files" to "On."
 - Set backup frequency and file retention settings.
- **Backup App (Android):**
 - Open the Google Play Store.
 - Search for a backup app (e.g., "Google Backup" or "Backup & Restore").
 - Install the chosen app and open it.
 - Follow the app's on-screen instructions to configure backups.

2. Data Recovery (Windows):

- Windows File History (Windows):
 - Right-click on the folder containing the lost file.
 - Select "Restore previous versions."
 - Choose a previous version and click "Restore" to recover the file.
- Windows Backup and Restore (Windows):
 - Click on the Windows Start button.
 - Type "Backup" in the search bar and select "Backup settings."
 - Click "Restore files from a current backup."
 - Follow the on-screen prompts to recover your data.

3. Data Recovery (Android):

- Data Recovery App (Android):
 - Open the Google Play Store.
 - Search for a data recovery app (e.g., "DiskDigger" or "Dr.Fone").
 - Install the chosen app and open it.
 - Follow the app's on-screen instructions to scan for and recover lost data.

File Sharing and Permissions

1. Shared Folder Access (Windows):

- Sharing a Folder (Windows):

- Right-click on the folder you want to share.
- Select "Properties" and navigate to the "Sharing" tab.
- Click "Share" and add the users or groups you want to share with.
- Set their permission level (e.g., Read or Read/Write).
- Click "Share" and "Done."

2. Shared Folder Access (Android):

- Using a File Sharing App (Android):
 - Download and install a file-sharing app like "Send Anywhere" or "SHAREit" from the Google Play Store.
 - Open the app and select the files or folders you want to share.
 - Choose a sharing method (e.g., QR code, link, or nearby devices).
 - Follow the on-screen prompts to complete the sharing process.

3. Permission Issues (Windows/Android):

- Checking and Modifying Permissions (Windows/Android):
 - Right-click on the shared folder/file.
 - Select "Properties" and navigate to the "Security" tab (Windows) or "Permissions" (Android).
 - Review and adjust user permissions as needed.
 - Click "Apply" or "OK" to save changes.

Hardware, installation and troubleshooting

1. Peripheral devices.

If you are attempting to utilize a peripheral device on your pc, or laptop but the device is not recognized:

1. Inspect the connections for physical damage
2. Ensure any needed drivers are installed
3. Restart the device

Troubleshooting Printer Issues on Windows

1. Lines Down the Printed Pages:

- Cause: Dirty or damaged print heads or rollers.
- Troubleshooting:
 - Clean the print heads and rollers according to the manufacturer's instructions.
 - Replace any damaged components if necessary.

2. Garbled Print:

- Cause: Corrupted print data or incorrect print settings.
- Troubleshooting:
 - Check print settings for accuracy.
 - Reprint the document after ensuring it's not corrupted.

3. Toner Not Fusing to Paper:

- Cause: Low or empty toner cartridge, incorrect paper type, or fuser issues.
- Troubleshooting:
 - Replace the toner cartridge if it's low or empty.
 - Ensure you are using the correct paper type.
 - Check the fuser unit for problems.

4. Paper Jams:

- Cause: Misaligned or damaged paper, foreign objects in the printer, or worn rollers.
- Troubleshooting:
 - Remove any jammed paper carefully, following the printer's manual.
 - Inspect and replace damaged or worn rollers.
 - Clear any foreign objects from the printer.

5. Faded Print:

- Cause: Low toner levels, incorrect print settings, or dirty print heads.
- Troubleshooting:
 - Replace the toner cartridge if it's low.
 - Check and adjust print settings for quality.
 - Clean print heads if necessary.

6. Incorrect Paper Size:

- Cause: Mismatch between paper size settings and the paper loaded in the tray.
- Troubleshooting:
 - Ensure the paper settings in both the printer and print job match the loaded paper.

7. Paper Not Feeding:

- Cause: Misaligned paper, worn rollers, or paper tray issues.
- Troubleshooting:
 - Align paper properly in the tray.
 - Inspect and replace worn rollers.
 - Check paper tray settings and adjust if needed.

8. Multipage Misfeed:

- Cause: Multiple sheets of paper picked up together.
- Troubleshooting:
 - Fan and align the paper before loading it into the tray.
 - Ensure the paper guides are snug against the paper.

9. Multiple Prints Pending in Queue:

- Cause: Print job stuck in the print queue.
- Troubleshooting:
 - Cancel or delete unnecessary print jobs in the queue.
 - Restart the printer and computer.

10. Speckling on Printed Pages:

- Cause: Dust or toner particles on the printer's internal components.
- Troubleshooting:
 - Carefully clean the internal components using a lint-free cloth.

11. Double/Echo Images on the Print:

- Cause: Worn or damaged drum unit or incorrect settings.
- Troubleshooting:
 - Replace the drum unit if necessary.
 - Check and adjust print settings for clarity.

12. Incorrect Color Settings:

- Cause: Incorrect color profile settings or calibration.
- Troubleshooting:
 - Check and adjust color settings in the print job.
 - Calibrate the printer for accurate color reproduction.

13. Grinding Noise:

- Cause: Internal mechanical issues or foreign objects inside the printer.
- Troubleshooting:
 - Turn off the printer and inspect for any foreign objects.
 - If the noise persists, consult a technician for mechanical repairs.

Wi-Fi Connection Problems and Solutions:

Weak Signal Strength:

- Problem: Devices can't connect or have slow internet.

- Fix: Relocate the router to a central location, reduce interference, or consider Wi-Fi range extenders.

Interference from Other Devices:

- Problem: Other electronic devices causing interference.
- Fix: Move devices like cordless phones or microwaves away from the router, and use the 5GHz band if available.

Forgotten Wi-Fi Password:

- Problem: Unable to connect due to a forgotten Wi-Fi password.
- Fix: Log in to the router's web interface or reset the router to default settings and reconfigure it.

Router Issues:

- Problem: Router malfunctions or outdated firmware.
- Fix: Update router firmware, reset the router if needed, or consider replacing it.

Ethernet Connectivity Issues:

Disconnected Cable:

- Problem: Ethernet cable is unplugged.
- Fix: Check cable connections at both ends and ensure they are secure.

Faulty Ethernet Cable:

- Problem: Damaged or faulty Ethernet cable.
- Fix: Replace the Ethernet cable with a new one.

IP Address Conflict:

- Problem: Duplicate IP addresses on the network.
- Fix: Configure devices to use DHCP or manually assign unique IP addresses.

Driver Issues:

- Problem: Outdated or corrupted network adapter drivers.
- Fix: Update network adapter drivers from the manufacturer's website.

Setting Up and Troubleshooting Home Networks:

Can't Connect Devices:

- Problem: Devices can't join the home network.
- Fix: Ensure the router is correctly configured and security settings match.

Slow Network Speeds:

- Problem: Network is slow.

- Fix: Check for bandwidth-hungry devices, update router firmware, or consider upgrading the router.

Guest Network Issues:

- Problem: Guests can't connect to the guest network.
- Fix: Verify that the guest network is enabled in router settings and has a different SSID/password.

VPN Configuration and Troubleshooting:

Connection Failures:

- Problem: Unable to establish a VPN connection.
- Fix: Check VPN settings, credentials, and ensure the VPN server is operational.

Slow VPN Speeds:

- Problem: VPN connection is slow.
- Fix: Optimize VPN settings, consider upgrading internet speed, or select a server closer to your location.

VPN Disconnects Frequently:

- Problem: VPN connection drops regularly.
- Fix: Update VPN client, check for interference, or consult with the VPN service provider.

Common Android Mobile Device Issues:

Poor Battery Health:

- Symptom: Battery drains quickly or doesn't hold a charge.
- Troubleshooting:
 - Check battery usage in Settings to identify power-hungry apps and restrict them.
 - Reduce screen brightness, enable battery saver mode, and close unused apps.
 - Replace the battery if it's old and no longer holds a charge.

Broken Screen:

- Symptom: Cracked or shattered screen.
- Troubleshooting:
 - If the touchscreen still works, consider using a screen protector to prevent further damage.
 - If the screen is unresponsive, seek professional repair or replacement.

Poor/No Connectivity:

- Symptom: Wi-Fi or mobile data connection issues.
- Troubleshooting:
 - Toggle Wi-Fi or mobile data off and on.
 - Restart the device and router.
 - Check for airplane mode or Do Not Disturb settings.
 - Reset network settings if the issue persists.

Overheating:

- Symptom: Device becomes excessively hot during use.
- Troubleshooting:
 - Close background apps and free up storage space.
 - Avoid using the device while charging or in direct sunlight.
 - Check for apps causing overheating and uninstall or update them.

Malware:

- Symptom: Unwanted pop-ups, ads, or suspicious behavior.
- Troubleshooting:
 - Install reputable antivirus software and perform a full scan.
 - Remove suspicious apps or revert to a previous safe state (factory reset if necessary).
 - Avoid downloading apps from unofficial sources

Antivirus and Malware Scans:

- Symptom: Computer running slowly or unusual behavior.
- Troubleshooting: Run a full antivirus scan. Ensure your antivirus software is up to date.
- Contact Help Desk: If malware is detected or if you're unsure how to proceed.

Phishing and Security Alerts:

- Symptom: Suspicious emails or pop-up warnings.
- Troubleshooting: Do not click on suspicious links or download attachments. Verify the source of emails.
- Contact Help Desk: If you suspect a phishing attempt or if you're unsure about the legitimacy of an email or alert.

Data Encryption and Privacy:

- Symptom: Concerns about data security and privacy.
- Troubleshooting: Ensure sensitive data is stored securely, use strong passwords, and enable two-factor authentication when available.
- Contact Help Desk: If you have specific data security or privacy concerns that need expert guidance.