**Real Time Scenario**

**Request for Computer Cleanup and Virus Diagnostic**

Mike is experiencing multiple issues with his computer. It is crashing frequently, and he cannot install software. Additionally, he cannot check his social media on his cellphone, which displays an “offline” message. Mike also needs to save a document in Word as a PDF and send it to his friend. He is 75 years old and does not have much experience with computers. Furthermore, he needs to:

**User’s information:**

Name: Mike Adams  
Client ID: 4569678  
Phone Number: +12257896451  
Email: mikeadams@verizon.net

1. Disable Microsoft Store notifications.
2. Change his wallpaper.
3. Check if his computer is updated.
4. Add Amazon to his favorites.
5. Get a recommendation for an ad blocker.
6. Check what Windows version he has.
7. Check what Office package he has.

(Record the initial user request, including details about the issues experienced and checks or assessments performed)

**Tools:**   
Remote Software: [AnyDesk](https://anydesk.com/en/downloads/windows)

Remote Software: Windows Remote Desktop  
Ticketing system: [Go to Jira](https://www.atlassian.com/software/jira?campaign=18440774082&adgroup=136973853250&targetid=kwd-361936242944&matchtype=e&network=s&device=c&device_model=&creative=656629737260&keyword=jira%20software%20atlassian&placement=&target=&ds_eid=700000001558501&ds_e1=GOOGLE&gad_source=5&gclid=EAIaIQobChMIpPKx2ZjTiAMVaiitBh3TIxcoEAAYASAAEgJ2V_D_BwE)

**Troubleshooting Steps (Basic to Advanced)**

**1. Computer Crashing and Software Installation Issues:**

1. **Restart the Computer**:
   * Sometimes a simple restart can resolve temporary issues.
2. **Check for Updates**:
   * Go to Settings > Update & Security > Windows Update and click Check for updates.
3. **Run a Virus Scan**:
   * Use antivirus software to scan for malware that might be causing crashes.
4. **Check Disk Space**:
   * Go to Settings > System > Storage to ensure there is enough free space on the hard drive.
5. **Run System File Checker**:
   * Open Command Prompt as an administrator and type sfc /scannow to check for and repair corrupted system files.

**2. Social Media Offline Issue on Cellphone:**

1. **Check Network Connection**:
   * Ensure the phone is connected to Wi-Fi or mobile data.
   * Restart the router if using Wi-Fi.
2. **Reset Network Settings**:
   * On the phone, go to Settings > General Management > Reset > Reset Network Settings.
3. **Update Apps**:
   * Ensure that social media apps are up-to-date.

**3. Saving a Word Document as PDF:**

1. **Open the Document in Word**:
   * Open the document that needs to be saved as a PDF.
2. **Save as PDF**:
   * Go to File > Save As.
   * Choose the location to save the file.
   * In the “Save as type” dropdown, select PDF.
   * Click Save.

**4. Disabling Microsoft Store Notifications:**

1. **Open Settings**:
   * Go to Settings > System > Notifications & actions.
2. **Disable Notifications**:
   * Scroll down to find Microsoft Store.
   * Toggle off the notifications for Microsoft Store.

**5. Changing the Wallpaper:**

1. **Open Settings**:
   * Go to Settings > Personalization > Background.
2. **Choose a New Wallpaper**:
   * Select Picture, Solid color, or Slideshow.
   * Browse and select the desired image if choosing Picture.

**6. Checking if the Computer is Updated:**

1. **Open Settings**:
   * Go to Settings > Update & Security > Windows Update.
2. **Check for Updates**:
   * Click Check for updates to ensure the computer is up-to-date.

**7. Adding Amazon to Favorites:**

1. **Open the Browser**:
   * Open the web browser (e.g., Edge, Chrome).
2. **Navigate to Amazon**:
   * Go to the Amazon website.
3. **Add to Favorites**:
   * Click the star icon in the address bar or press Ctrl + D to add Amazon to favorites.

**8. Recommending an Ad Blocker:**

1. **Install AdBlock Plus**:
   * Go to the AdBlock Plus website and follow the instructions to install it on the browser.

**9. Checking Windows Version:**

1. **Open Settings**:
   * Go to Settings > System > About.
2. **Check Windows Version**:
   * Look under Windows specifications to see the version and edition.

**10. Checking Office Package:**

1. **Open an Office Application**:
   * Open any Office application (e.g., Word, Excel).
2. **Check Office Version**:
   * Go to File > Account.
   * Look under Product Information to see the Office package details.

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.