

User Query: How do I reset my email password?

Answer: To reset your email password, go to the IT Service Portal and click on "Forgot Password." Follow the prompts to verify your identity. Alternatively, you can contact the IT Helpdesk for assistance.

User Query: What should I do if I can't connect to the VPN?

Answer: First, check your internet connection. Then, restart your VPN client and try reconnecting. If the issue persists, raise a ticket through the IT Helpdesk portal or call the support number for immediate assistance.

User Query: How do I request a new laptop or hardware upgrade?

Answer: Submit a request through the "Asset Request" section on the IT portal. Select the type of equipment needed and justification. The request will be routed to your manager and IT for approval and fulfillment.

User Query: How do I install approved software on my device?

Answer: Visit the IT Service Catalog via the IT portal. You can browse the list of approved software and request installation. Unauthorized installations are not permitted for security reasons.

User Query: What is the process to report a phishing email?

Answer: Do not click on any links or download attachments. Report the email by using the "Report Phishing" button in your mail client or forward it to **security@yourcompany.com**. The cybersecurity team will investigate and advise next steps.

User Query: I lost access to my shared drive. How do I restore it?

Answer: Please raise a support ticket on the IT portal with the name/path of the shared drive and any recent changes you made. The IT team will verify your access rights and re-enable the connection.

User Query: How do I set up my email on my mobile device?

Answer: To configure your work email on a mobile device, go to your phone's email settings and choose Microsoft Exchange or Outlook. Enter your work email address and password. If prompted, use the server name provided in the IT onboarding guide or contact IT Support.

User Query: How can I access my files remotely?

Answer: Ensure you are connected to the company VPN. Once connected, you can access files through your mapped network drives or cloud-based storage (e.g., OneDrive or SharePoint), depending on your department setup.

User Query: What antivirus software is installed on company devices?

Answer: All company-issued devices come pre-installed with enterprise-grade antivirus software such as Microsoft Defender or CrowdStrike. It runs real-time scans and updates automatically. Please do not disable or modify it.

User Query: Can I use personal devices for work-related tasks?

Answer: Personal device use is allowed only if enrolled in our Mobile Device Management (MDM) program. Access will be restricted until your device meets company security requirements. Contact IT for enrollment.

User Query: How do I book a meeting room with video conferencing setup?

Answer: Use Outlook's calendar feature to book a room. Ensure to select a room with "VC" in its name for video conferencing. You can also check room availability through the Meeting Room Booking app on the intranet.

User Query: What should I do if my email account gets locked?

Answer: Your account may get locked after multiple failed login attempts. Wait 15 minutes for auto-unlock or contact the IT Helpdesk to reset it manually and ensure your credentials are correct on all connected devices.

User Query: How do I request new software to be installed on my workstation?

Answer: Submit a Software Installation Request via the IT Helpdesk portal. Include the software name, version, purpose, and whether it requires a license. IT will review your request based on compliance and licensing policies.

User Query: What should I do if my laptop is running slow?

Answer: First, restart your laptop and close unused applications. If the issue persists, run a disk cleanup and ensure your OS is updated. You can also log a ticket with IT for a performance checkup or hardware diagnostics.

User Query: How do I report a phishing email?

Answer: If you receive a suspicious email, do not click any links. Use the “Report Phishing” button in Outlook or forward the email to phishing@yourcompany.com. IT Security will investigate and take appropriate action.

User Query: How can I connect to the printer in my department?

Answer: Navigate to **Control Panel > Devices and Printers > Add Printer**. Choose your departmental printer from the list or enter its IP address if provided. If prompted, install the appropriate driver or contact IT for help.

User Query: How do I update company software to the latest version?

Answer: Most software updates are pushed automatically by IT. If a manual update is needed, follow the instructions in the Software Center (Windows) or Self-Service (Mac). Contact IT if the update isn't available or fails.

User Query: What is the procedure for hardware replacement or upgrade?

Answer: Reach out to your manager to approve a Hardware Upgrade Request. Once approved, submit the request via the IT portal. IT will assess the need and coordinate the replacement or upgrade.