IT Help Desk Guide: Common Employee Issues

# 1. How to Reset Your Password

1. 1. Press Ctrl + Alt + Delete on your keyboard.
2. 2. Click on 'Change a password'.
3. 3. Enter your old password, then your new password twice.
4. 4. Click the arrow or press Enter to confirm.
5. 5. If you forgot your password, contact IT help desk via email or phone.

Note: Use a strong password: include uppercase, lowercase, numbers, and symbols.

# 2. How to Install Software from Company Portal

1. 1. Click on the 'Start' button and open 'Company Software Center' or 'Company Portal'.
2. 2. Search for the software you need.
3. 3. Click 'Install' next to the software.
4. 4. Wait for the installation to complete. You may be prompted to restart your computer.

Note: If software is not listed, raise a request with the IT team.

# 3. Connecting to Wi-Fi Network

1. 1. Click on the network icon in the taskbar (bottom-right corner).
2. 2. Select your office Wi-Fi network and click 'Connect'.
3. 3. Enter the Wi-Fi password provided by the IT department.
4. 4. Click 'Connect' and wait until connected.

Note: For repeated issues, check with IT if MAC address registration is required.

# 4. Setting Up Outlook Email

1. 1. Open Outlook application.
2. 2. Enter your work email ID and click 'Connect'.
3. 3. Enter your email password or use Single Sign-On (SSO) if prompted.
4. 4. Outlook will automatically configure your email settings.
5. 5. Click 'Done' once setup is complete.

Note: Ensure you are connected to the internet during setup.

# 5. Accessing VPN from Home

1. 1. Open the company VPN client (e.g., Cisco AnyConnect, FortiClient).
2. 2. Enter the VPN server address (e.g., vpn.company.com).
3. 3. Click 'Connect' and enter your credentials (username and password).
4. 4. Wait for the connection to establish.

Note: Ensure internet connectivity before connecting VPN.

# 6. Printer Connection and Troubleshooting

1. 1. Go to 'Control Panel' > 'Devices and Printers'.
2. 2. Click on 'Add a printer'.
3. 3. Select your office printer from the list or enter printer IP address.
4. 4. Follow the prompts to complete the installation.
5. 5. If printing fails, check printer cables, power, or paper jam.

Note: Restart the printer and PC if issue persists, then contact IT.