IT Help Desk Guide: Additional Common Employee Issues

# 7. How to Clear Browser Cache

1. 1. Open your browser (Chrome, Firefox, Edge).
2. 2. Press Ctrl + Shift + Delete on your keyboard.
3. 3. Choose 'All time' as the time range.
4. 4. Check 'Cached images and files' and 'Cookies and other site data'.
5. 5. Click 'Clear data'.

Note: Clearing cache can fix loading or formatting issues on websites.

# 8. How to Create a Ticket in the IT Support System

1. 1. Open your IT Support Portal (e.g., ServiceNow, Freshdesk).
2. 2. Log in with your company credentials.
3. 3. Click on 'Create New Ticket' or 'Submit a Request'.
4. 4. Fill in the issue details including screenshots if needed.
5. 5. Click 'Submit'. You’ll receive a ticket number for tracking.

Note: Provide detailed description to help IT resolve your issue quickly.

# 9. How to Use Remote Desktop (RDP)

1. 1. Press Windows + R and type `mstsc`, then press Enter.
2. 2. Enter the computer name or IP address you want to connect to.
3. 3. Click 'Connect' and enter your credentials.
4. 4. Make sure the remote PC is powered on and connected to the network.

Note: Remote Desktop access must be enabled and allowed by the IT department.

# 10. Troubleshooting Slow Computer

1. 1. Restart your computer to clear temporary files.
2. 2. Close unused tabs or applications.
3. 3. Check Task Manager (Ctrl + Shift + Esc) for high CPU/RAM usage.
4. 4. Run Disk Cleanup from Start Menu.
5. 5. Contact IT if slowness continues after basic checks.

Note: Avoid installing unapproved software that may affect system performance.

# 11. How to Map a Network Drive

1. 1. Open File Explorer and click on 'This PC'.
2. 2. Click on 'Map network drive' from the top menu.
3. 3. Choose a drive letter and enter the shared folder path (e.g., \\server\folder).
4. 4. Check 'Reconnect at sign-in' and click 'Finish'.
5. 5. Enter your credentials if prompted.

Note: Ensure you have network permissions to access the shared drive.

# 12. Setting Up Two-Factor Authentication (2FA)

1. 1. Go to your account settings (e.g., Microsoft, Google).
2. 2. Navigate to the Security section.
3. 3. Select 'Enable Two-Factor Authentication' or '2-Step Verification'.
4. 4. Follow the prompts to link your phone number or authenticator app.
5. 5. Verify setup with a test code.

Note: 2FA adds an extra layer of security to your account.