

IT Helpdesk Playbook

Abstract— Concise troubleshooting guidance for common network, VPN, and account issues.

Network: Slow Wi-Fi

Possible causes include high traffic, outdated drivers, and distance from AP. Steps: restart router, update driver, move closer.

Network: Wired No Internet

Check Ethernet cable, switch status, and DHCP availability.

VPN: Not Connecting

Verify credentials, check certificate expiry, and open UDP 500/4500 on firewalls.

Password & MFA Policy

MFA required for resets; 30-minute cooldown after 5 failed attempts; 12+ character passwords with complexity.