IT Helpdesk Knowledge Base – Week 1

Date: September 19, 2025

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1. Week 1 Summary

This week, the IT Helpdesk handled a variety of account and authentication-related tickets. Analysts successfully managed password resets, account unlocks, recurring lockouts, MFA issues, temporary contractor accounts, and security alerts. The team followed standard procedures and updated relevant knowledge base articles, ensuring consistent and secure processes.

Key Highlights:

- 13 tickets resolved

- Average resolution time: 1-2 days

- All scenarios followed standard IT Helpdesk procedures

- Knowledge base updated for all major issue types

2. Knowledge Base Scenarios

Scenario 1: Password Reset – Forgotten/Expired

Description: User cannot log in due to forgotten password. Analyst verifies identity, resets password in ADUC, provides temporary password, instructs user to change it on first login.

Resolution Steps:

1. Verified user identity via company app/phone system

2. Accessed ADUC and located user account

3. Reset password and set temporary password

4. Informed user and verified successful login.

Updated KB_Password_Reset

Scenario 2: Account Unlock – Failed Login Attempts

Description: User locked out after multiple failed attempts. Analyst verifies identity, checks AD account, unlocks account, resets failed login counter, and notifies user.

Resolution Steps:

1. Checked account lockout status in AD.

2. Verified cause and unlocked account.

3. Reset failed login counter.

4. Notified user.

Updated KB_Password_Reset

Scenario 3: Recurring Account Lockout – Multiple Devices

Description: User experiences repeated account lockouts across multiple systems. Analyst investigates using LockoutStatus.exe, clears cached credentials, resets password, and monitors account.

Resolution Steps:

1. Analyzed lockout source.

2. Cleared cached credentials on PC, mobile, and VPN

3. Reset user password.

4. Monitored account.

Updated KB_Password_Reset

Scenario 4: Account Disabled / Re-enable

Description: User unable to log in; AD shows account disabled. Analyst verifies identity, obtains necessary approval, re-enables account, and confirms functionality.

Resolution Steps:

1. Verified account status in AD.

2. Confirmed identity and authorization.

3. Re-enabled account.

4. Tested login and group memberships.

 Updated KB_Account_Enable

Scenario 5: Outlook / MFA Issues

 Description: User cannot access Outlook due to lost MFA device or cached credentials. Analyst verifies identity, clears caches, resets password/MFA, and restores access.
Resolution Steps:

1. Diagnosed Outlook authentication issues

2. Cleared cached credentials

3. Reset password and/or MFA device

4. Reconfigured Outlook

5. Verified email, calendar, and contacts

 Updated KB_MFA_Reset

Scenario 6: Temporary Contractor Account

 Description: Contractor requires temporary AD account with limited permissions. Analyst verifies authorization, creates account, assigns security groups, sets expiration, and provides credentials.

 Resolution Steps:

1. Verified contractor authorization

2. Created temporary AD account

 3. Assigned security groups

4. Set account expiration

5. Provided login credentials

Updated KB_Temp_Account

Scenario 7: Security Alert – Failed Logins

Description: User notified of failed logins from unknown locations. Analyst investigates, implements security measures, notifies user, and secures account.

Resolution Steps:

1. Analyzed failed login attempts

2. Implemented account lockout, IP restrictions, enhanced MFA

 3. Notified user

 Updated KB_Security_Check

3. Reflections & Lessons Learned

- Always verify user identity thoroughly before performing account modifications.
- Monitoring recurring account lockouts across multiple devices helps prevent repeated issues.
- Cached credentials are a frequent source of authentication problems; clearing them early saves time.
- Clear communication and setting expectations with users improves customer satisfaction.
- KB articles need continuous updates to reflect procedural improvements.
- Ensuring correct templates and proper documentation supports audits and SLA adherence.
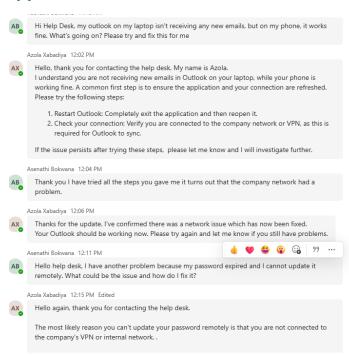
4. Steps for Next Week / Recommendations

- Continue documenting recurring issues and update KB articles promptly.
- Provide refresher training on MFA reset and Outlook troubleshooting.
- Review SLA adherence and ticket assignment efficiency.
- Encourage analysts to include lessons learned in ticket notes for future reference.
- Monitor high-priority incidents for security implications.

5. Appendix – Ticket Logs

TicketID	DateOpened	ReporterName	ReporterContact	AssignedAgent	IncidentCategory	Priority	BriefSummary	Status	ResolutionNotes
9	2025-09-18 15:35:31	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	System Admin	Account / Authentication	Medium	Hi, I am locked out because I have forgotten my password. I have already verified my identity using our company app/phone system and my username is @lindokuhle. Could you initiate a password reset for me?	Resolved	RESOLUTION STEPS TAKEN: 1. Verified user identity through company app/phone system 2. Accessed Active Directory Users and Computers (ADUC) 3. Located user account: @lindokuhle 4. Reset password using "Reset Password" function
10	2025-09-18 15:35:33	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	System Admin	Account / Authentication	Medium	Hello, I believe my AD account is locked after a few failed login attempts. I am confident I know the correct password now. My username is @lindokuhle; could you check its status and unlock it?	Resolved	RESOLUTION STEPS TAKEN: 1. Checked Active Directory for account lockout status 2. Verified lockout was due to failed login attempts 3. Used ADUC to unlock user account: @lindokuhle 4. Reset failed login counter to zero
11	2025-09-18 15:35:34	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	System Admin	Account / Authentication	Medium	Hi, I need help with a recurring account lockout. My account gets locked even when I enter the correct password, and it seems to be happening across different systems. Could you please investigate the source of the lockout using the lockout tool and clear it from all points?	Resolved	RESOLUTION STEPS TAKEN: 1. Analyzed lockout source using LockoutStatus.exe tool 2. Identified multiple lockout sources across domain controllers 3. Checked for cached credentials on user's devices 4. Cleared all cached credentials from:
12	2025-09-18 15:35:36	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	System Admin	Account / Authentication	Medium	Hello, I am unable to log in and I have confirmed my password is correct. Could you check if my account (@lindokuhle) has been disabled? If it is, could you please outline the re-enablement process so I can get the necessary approval from my manager started?	Resolved	RESOLUTION STEPS TAKEN: 1. Checked Active Directory for account status 2. Confirmed account was disabled (likely by mistake) 3. Verified user identity and authorization 4. Re-enabled account in Active Directory Users and Computers
13	2025-09-18 15:35:37	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	Keawin Koesnel	Account / Authentication	Low	Hi, I can successfully log into my laptop itself, but I keep getting authentication prompts when I try to open Outlook. It won't accept my password, which I am certain is correct. This suggests a sync issue or a problem with my cached credentials for this specific service. Please advise.	Resolved	RESOLUTION STEPS TAKEN: 1. Diagnosed Outlook authentication issue 2. Identified cached credential problem 3. Cleared Outlook credential cache: - Closed Outlook completely
17	2025-09-19 10:08:01	Asenathi Bokwana	asenathi.bokwana@capaciti.org.za	Azola Xabadiya	Account / Authentication	Medium	Account locked after repeated login attempts on work PC.	Resolved	RESOLUTION STEPS TAKEN: 1. Checked Active Directory for account lockout status 2. Verified lockout was due to failed login attempts 3. Used ADUC to unlock user account: @lindokuhle 4. Reset failed login counter to zero
18	2025-09-19 10:08:02	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	Keawin Koesnel	Account / Authentication	Medium	User cannot recall password after holiday, needs reset.	Resolved	RESOLUTION STEPS TAKEN: 1. Analyzed reported issue and gathered details 2. Performed diagnostic checks on affected systems 3. Identified root cause of the problem 4. Implemented appropriate solution
19	2025-09-19 10:08:04	Asenathi Bokwana	asenathi.bokwana@capaciti.org.za	Keawin Koesnel	Account / Authentication	High	User lost phone used for MFA, cannot log in to Outlook.	Resolved	RESOLUTION STEPS TAKEN: 1. Diagnosed Outlook authentication issue 2. Identified cached credential problem 3. Cleared Outlook credential cache: - Closed Outlook completely
20	2025-09-19 10:08:05	Lindokuhle Stokwe	lindokuhle.stokwe@capaciti.org.za	Azola Xabadiya	Account / Authentication	Medium	User reports they cannot log in, AD shows account disabled.	Resolved	RESOLUTION STEPS TAKEN: 1. Checked Active Directory for account status 2. Confirmed account was disabled (likely by mistake) 3. Verified user identity and authorization

Comprehensive Log | Summary | Agent Workload | Conversation Log | +

6. Appendix – Chat

AB Asenathi Bokwana
Hi Help Desk, my outlook on my laptop isn't receiving any new emails, but on my phone, it works fine. What's going on? Please try and fix this for me

Azola Xabadiya 12:02 PM
AX
Hello, thank you for contacting the help desk. My name is Azola.
I understand you are not receiving new emails in Outlook on your laptop, while your phone is working fine. A common first step is to ensure the application and your connection are refreshed. Please try the following steps:

1. Restart Outlook: Completely exit the application and then reopen it.
2. Check your connection: Verify you are connected to the company network or VPN, as this is required for Outlook to sync.

If the issue persists after trying these steps, please let me know and I will investigate further.

Asenathi Bokwana 12:04 PM
AB
Thank you I have tried all the steps you gave me it turns out that the company network had a problem.

Azola Xabadiya 12:06 PM
AX
Thanks for the update. I've confirmed there was a network issue which has now been fixed. Your Outlook should be working now. Please try again and let me know if you still have problems.

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Asenathi Bokwana 12:11 PM
AB
Hello help desk, I have another problem because my password expired and I cannot update it remotely. What could be the issue and how do I fix it?

Azola Xabadiya 12:15 PM Edited
AX
Hello again, thank you for contacting the help desk.

The most likely reason you can't update your password remotely is that you are not connected to the company's VPN or internal network. .

Asenathi Bokwana 12:36 PM

Hello help desk I am being notified of failed login attempts on my account from an unknown location. Please help me

Azola Xabadiya 12:41 PM

Thank you for alerting us immediately. This is a serious security concern, and we will take steps to secure your account right away.
Please follow these steps immediately:

1. Change your password: Please change your password immediately using a trusted device. If you are unable to do so, I can force a password reset on your behalf.
2. Enable MFA: If you have not already done so, we highly recommend enabling Multi-Factor Authentication (MFA) for an added layer of security.

To proceed, I need to verify your identity. Please provide me with your your:

- Full Name
- Username
- Employee ID Number

Once I confirm your identity, I will immediately lock the account to prevent any unauthorized access and investigate the failed login attempts.
This is our top priority. Please reply at your earliest convenience.
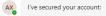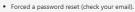
Asenathi Bokwana 12:42 PM

Asenathi Bokwana, AsenathiBokwana25, 0117798

Azola Xabadiya 12:45 PM

I've secured your account:

- Forced a password reset (check your email).
- Logged out all sessions.
- Enabled MFA for extra security.

Set a new password immediately and enable MFA. Reply if you need help.

Asenathi Bokwana 12:45 PM
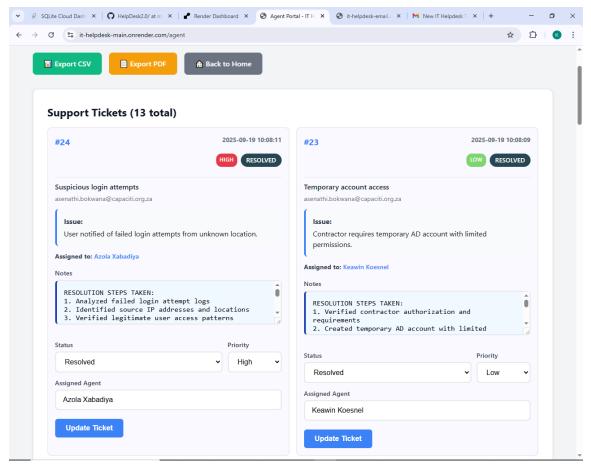
Thank you so much, the issue is resolved now

Type a message

6. Ticketing System

Link: IT Helpdesk

End of Week 1 Knowledge Base