

IT Policies and FAQs

1. How do I reset my password?

- Visit <https://reset.company.com> or contact the IT helpdesk.
- Passwords must be 8+ characters and include letters, numbers, and symbols.

2. How do I access the VPN?

- Download the company VPN client from the intranet portal.
- Use your company credentials to log in.

3. Can I install my own software?

- Only approved software can be installed.
- Submit a request ticket for any new software.

4. How often are security patches applied?

- Patches are pushed every Wednesday at 2 AM.

5. What is the policy on external drives?

- Use of external USB drives is discouraged and monitored.