

IT Policy & IT Issues FAQ Document

General IT Policy

What is the purpose of the IT policy?

The IT policy provides guidelines and procedures to ensure secure, efficient, and effective use of IT resources within the company.

Who does the IT policy apply to?

It applies to all employees, contractors, service providers, and users of IT facilities.

How is the IT policy reviewed and updated?

The IT Department reviews it periodically and makes updates based on technological and business changes.

Where can I access the IT policy document?

It is available on the internal hosting platform in a secure manner.

Common IT Issues and Solutions

Why is my laptop running slow?

Check for running background applications, restart your device, clear unnecessary files, and ensure your system is updated.

Pandas is not installing in Python. What should I do?

Ensure Python is installed correctly, use `pip install pandas`, and check your internet connection.

I cannot connect to the company VPN. What should I do?

Verify your internet connection, restart the VPN client, and ensure your credentials are correct.

My email is not syncing on Outlook. How do I fix this?

Restart Outlook, check your internet connection, and remove and re-add your email account.

Why is my system showing a 'Disk Full' error?

Delete unnecessary files, clear cache, and move large files to an external drive or cloud storage.

Why can't I install new software?

Ensure you have admin privileges or contact IT support for assistance.

Why is my internet connection slow?

Restart your router, close unnecessary tabs and applications, and check with IT if there are network issues.

My system is infected with a virus. What should I do?

Disconnect from the network, run a full antivirus scan, and report the issue to IT.

Why is my printer not working?

Check if it's connected, restart the printer, and update drivers.

Why am I unable to log in to my work email?

Check your credentials, reset your password if needed, and ensure the server is not down.

I accidentally deleted an important file. Can I recover it?

Check the Recycle Bin or request IT to restore it from backups.

My video conferencing app is lagging. How do I fix this?

Close unused applications, check internet speed, and lower video quality settings.

Why is my external hard drive not detected?

Try different USB ports, update drivers, and check if the drive works on another computer.

My screen is frozen. What should I do?

Try pressing `Ctrl + Alt + Delete`, and if unresponsive, force a restart.

Why can't I access a shared network folder?

Ensure you have permission, check network connectivity, and restart your system.

Why is my webcam not working?

Check privacy settings, update drivers, and restart your computer.

Additional IT Issues and Solutions

Why does my laptop overheat frequently?

Ensure proper ventilation, clean dust from vents, and avoid placing the laptop on soft surfaces.

Why is my Wi-Fi disconnecting frequently?

Restart your router, check for signal interference, and update network drivers.

How do I fix a Blue Screen of Death (BSOD) error?

Restart your PC, update drivers, and check for faulty hardware.

Why is my keyboard typing wrong characters?

Check keyboard language settings and try a different keyboard.

Why does my computer randomly restart?

Check for overheating, update drivers, and scan for malware.

How can I reset my forgotten Windows password?

Use password reset disk, another admin account, or contact IT for assistance.

Why can't I access a website on my work network?

The site may be blocked; check with IT for access permissions.

How do I fix 'No Bootable Device' error?

Check BIOS settings, reconnect hard drive, and run startup repair.

Why is my mobile device not syncing with Outlook?

Ensure ActiveSync is enabled, reconfigure the account, and check internet connection.

What should I do if my company laptop is stolen?

Report to IT immediately so they can track or remotely wipe data.

Why is my microphone not working in video calls?

Ensure it's not muted, check microphone settings, and update drivers.

Why is my office software crashing frequently?

Update the software, repair the installation, and check system compatibility.

How do I speed up a slow internet connection?

Use a wired connection, close background applications, and reboot the router.

How do I stop pop-ups and ads in my browser?

Enable pop-up blocker, clear cache, and install an ad blocker extension.

Why does my computer take too long to boot?

Disable startup programs, update drivers, and check for disk errors.

How can I recover unsaved work in Microsoft Office?

Use AutoRecover feature or check temporary files.

Why do I get 'Access Denied' errors on files?

Ensure you have proper permissions or contact IT for access rights.

How do I troubleshoot a black screen on startup?

Check display connections, restart in safe mode, and update graphics drivers.

Why is my computer making strange noises?

Check for loose components, clean the fan, and inspect the hard drive.

Why am I unable to print in color?

Ensure color printing is enabled, check ink levels, and update printer drivers.

How do I fix 'Your connection is not private' browser error?

Check system date/time, clear cache, and use a secure network.

Why does my battery drain too fast?

Lower screen brightness, disable background apps, and replace old batteries.

How do I disable notifications on Windows?

Go to Settings > Notifications & Actions and toggle notifications off.

Why does my screen flicker?

Update display drivers, adjust refresh rate, and check hardware connections.

Why is my computer fan so loud?

Clean dust from vents, check running processes, and replace the fan if necessary.

Why do my apps close automatically?

Check for updates, clear cache, and ensure sufficient RAM is available.

Why does my email go to spam?

Whitelist important senders, mark emails as 'Not Spam,' and check spam filter settings.

How can I increase storage space?

Delete unnecessary files, move data to cloud storage, and upgrade your hard drive.

Why is my internet browser running slow?

Clear cache, disable extensions, and update the browser.

What should I do if my computer won't turn on?

Check power supply, test with another charger, and reset the battery.

1. What should I do if I forget my work email password?

- Use the password reset tool or contact IT support.

2. Why is my laptop overheating?

- Ensure proper ventilation, clean dust from vents, and avoid blocking airflow.

3. How do I report a phishing email?

- Forward the email to the IT security team and do not click any links.

4. Can I install personal software on my work computer?

- No, only IT-approved software is allowed to prevent security risks.

5. Why is my company-provided VPN not connecting?

- Ensure your internet is working, restart the VPN client, and verify login credentials.

6. How do I request additional storage for my work laptop?

- Submit an IT request; options include cloud storage or hardware upgrades.

7. What is the policy on using external USB drives?

- USB usage is restricted to prevent malware; IT approval is required.

8. Why can't I access certain websites from my work network?

- Some sites are blocked for security reasons; request access if necessary.

9. What should I do if my work computer is lost or stolen?

- Report immediately to IT so they can track it and wipe sensitive data remotely.

10. How do I reset my work device to factory settings?

- IT must approve all resets to ensure proper data backup and compliance.