IT HELP DESK MANUAL

Version 1.0 — Internal Use

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1. Introduction

This document provides guidelines and step-by-step instructions to solve common IT issues within the organization.
The IT Helpdesk team is responsible for supporting employees with hardware, software, network, and account-related issues.

2. Common IT Issues & Solutions

2.1 Password Reset

Problem: User unable to log in due to wrong or expired password.
Solution:

1. Open the Company Login Portal

2. Click "Forgot Password"

3. Enter registered email

4. Follow email verification steps

5. Create a new strong password

If issue continues, escalate to **Level-1 Support**.

2.2 Wi-Fi Not Connecting

Possible Causes:

- Wrong password

- Network outage

- Device driver issue

Solution:

1. Turn Wi-Fi OFF and ON

2. Forget the network → reconnect

3. Restart router (if personal system)

4. Update Wi-Fi drivers

5. Contact Network Team if issue persist

2.3 System Running Slow

Solution:

- Remove unwanted startup applications

- Clear temporary files

- Run antivirus scan

- Check RAM and storage usage

- Restart system

If still slow, recommend system upgrade.

3. Software Installation Process

Allowed Softwares:

- MS Office

- VS Code

- Python

- Zoom

- Browser extensions approved by IT

Installation Steps:

1. Create installation request through Helpdesk Portal

2. IT verifies user role & permissions

3. Software installed remotely or manually

4. User signs installation confirmation

4. Email Issues

4.1 Email Not Sending

Solution:

- Check internet connection

- Ensure mailbox is not full

- Check SMTP/IMAP settings

- Restart email client

4.2 Outlook Not Syncing

- Clear Outlook cache

- Remove and re-add account

- Restart Outlook service

5. Hardware Issues

5.1 Keyboard/Mouse Not Working

- Check USB connection

- Replace batteries (if wireless)

- Try a different port

- Test with another device

5.2 Monitor Not Displaying

- Check power cable

- Check HDMI/VGA cable

- Restart machine

- Try external monitor

6. Ticket Escalation Process

Levels of Support

- **Level 1:** Basic troubleshooting

- **Level 2:** Software & network

- **Level 3:** Server & infrastructure

If issue unresolved within **30 minutes**, escalate to next level.

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