

# **IT Support: Troubleshooting Windows**

**Modality: On Demand**

**Duration: 12 Hours**

## **About this course:**

This course is designed to teach basic troubleshooting skills for Windows 10. In this course we discuss common issues that arise and tools to help you resolve them. Some of the skills covered in this course include:

- Troubleshooting Windows installation problems.
- Troubleshooting Windows web browser problems.
- Troubleshooting application installation issues.
- Troubleshooting Windows Authentication problems.
- Use of Windows reliability tools.

## **Course Objective:**

- Troubleshooting Windows Installation
- Using Windows troubleshooting and monitoring Tools
- Troubleshooting web browser settings
- Troubleshooting application installation issues
- Troubleshooting Windows authentication

## **Audience:**

- IT Support officer

## **Prerequisite:**

- The Windows client training as part of the Microsoft Professional Program – IT Support.

## **Course Outline:**

### **General Windows Troubleshooting**

- Troubleshooting Windows
- Troubleshooting Tools
- Troubleshooting Windows Startup
- Troubleshooting Operating System Service Issues
- Module Assessment Exam

### **Troubleshooting Hardware and Drivers**

- Troubleshooting Device Drivers Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Monitoring Reliability
- Module Assessment Exam

## **Troubleshooting Security**

- Troubleshooting Sign-In Issues
- Troubleshooting Issues with Printer Access
- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Universal Windows Apps
- Troubleshooting Access to Company Web Applications
- Module Assessment Exam

## **Maintaining Windows 10**

- Managing and Troubleshooting Windows Activation
- Applying Applications and Windows Updates
- Recovery in Windows 10
- Module Assessment Exam

## **Course Conclusion**

- Final Exam
- Graded Lab: Troubleshooting Hardware and Devices
- Graded Lab: Troubleshooting Applications?