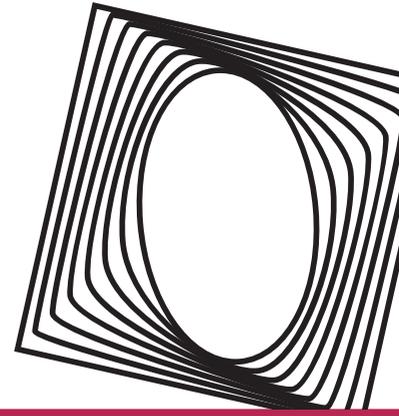


HeadUp



Secretarial Studies

LEARNING GUIDE

960-722

IN COMPLIANCE
WITH THE NEW
Program of
Study

TECHNICAL SUPPORT

23

SOFAD





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SOFAD

TECHNICAL SUPPORT

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- The Table of Contents;
- The Introduction;
- A sample of pages.

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INTRODUCTION

The competency *Technical Support* is part of the program of study for a DVS (Diploma of Vocational Studies) in Secretarial Studies. The program is divided into 25 competencies representing a total of 1485 hours of training.

Code	Number	Competency	Length (h)	Credits
960-501	01	The Occupation and the Training Process	15	1
960-515	02	Proofreading	75	5
960-526	03	Word Processing	90	6
960-534	04	Quality of Written English	60	4
960-544	05	Customer Service	60	4
960-554	06	Document Management	60	4
960-562	07	Producing Spreadsheets	30	2
960-572	08	Designing Presentations	30	2
960-584	09	Business Texts in English	60	4
960-596	10	Accounting Operations	90	6
960-605	11	Business Correspondence	75	5
960-613	12	Creating Databases	45	3
960-623	13	Handling Cash	45	3
960-635	14	Translation	75	5
960-644	15	Producing Tables and Charts	60	4
960-656	16	Visual Design of Documents	90	6
960-666	17	Business Texts in French	90	6
960-672	18	Digital Media	30	2
960-833	19	Interacting in French	45	3
960-695	20	Following up on Business Correspondence	75	5
960-704	21	Meetings and Events	60	4
960-714	22	Producing Reports	60	4
960-722	23	Technical Support	30	2
960-733	24	Coordinating Multiple Tasks	45	3
960-746	25	Entering the Workforce	90	6

One credit corresponds to 15 hours of training.

PRESENTATION OF THE LEARNING GUIDE

The general competency *Technical Support* is one of the 25 competencies covered in the Secretarial Studies vocational program. The educational aims of the program are to maintain and promote the quality of English, improve the quality of customer service, develop learners' desire to improve their knowledge of technological tools, and develop their sense of autonomy and initiative.

Secretaries today are trained to work independently yet play an integral role in any management team. They are indispensable assistants to managers and professionals, handling a variety of files and assuming multiple responsibilities. The competencies required to meet the needs of modern organizations are numerous and increasingly varied.

This guide will help you develop your competencies in technical support. You will learn to provide your future colleagues with technical assistance in executing tasks on their computer, restoring the operation of a device or optimizing its performance.

This learning guide contains everything you need to progress towards your occupational goal: learning situations that are representative of the real-life work of a secretary and clear explanations so that you can complete multiple technical support tasks efficiently. These include identifying common issues on various types of equipment (for example, computers, smartphones, printers) and troubleshooting operating systems, basic software or Internet access.

QUALITY OF ENGLISH

This guide will also help you improve your skills in written English, because your role goes beyond providing technical support. You must produce documentation to help users solve similar problems or to carry out certain IT tasks.

PREREQUISITES

The expected outcomes in this guide take into account the general and specific competencies you have already acquired in your secretarial training.

WORK SITUATIONS

This guide consists of three work situations (WS) that will not only lead you to acquire new knowledge but teach you to apply it with ease and use it skillfully. Each situation follows the same structure. First, you read about the work context and the assignment you must carry out.

Next, you embark on a series of engaging and motivating tasks. You will be guided step-by-step through each task. The learning content will be explained in detail, and supported with multiple exercises to ensure that you acquire this new learning. All the answers to the exercises are in the answer key, at the end of the guide.

EVALUATION OF LEARNING

This guide includes two scored activities, presented in separate booklets that have been provided with the guide. You can also download them from the portailsofad.com website. You will find all the information you need in your guide when you reach the appropriate stage for evaluation.

Scored activities must be submitted for correction and grading. You will hand them in to your teacher if you are taking the course in an education centre, or you will send them to your tutor if you are registered for distance learning. In either case, the corrected document will be returned to you.

Scored activities are an excellent way for you to identify areas of difficulty so that you can work to overcome them. The last scored activity in the guide was developed following the same criteria as those of the final evaluation for the course. It therefore serves as a realistic practice test for the official final examination, which will take place under supervision in an adult education centre.

REQUIRED MATERIALS

- the *Technical Support* learning guide and answer key
- two scored activities
- access to the portailsofad.com website
- videos demonstrating how technological equipment, materials and tools work (available on portailsofad.com)

RECOMMENDATIONS FOR SUCCESS

We recommend that you do all the exercises in the learning guide as well as the two scored activities provided. Carefully compare your answers with the answer key and, if necessary, review content to make sure you fully understand it before going on to the next task.

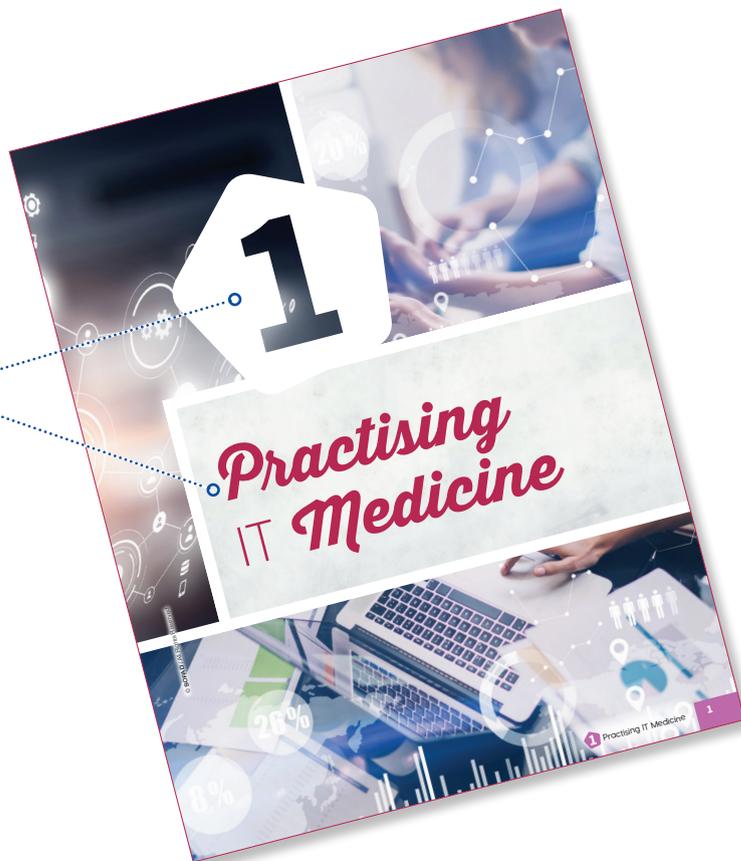
If you have questions, do not hesitate to ask your teacher or tutor for explanations.

The course is estimated to take approximately 30 hours to complete. Set up a study schedule that takes into account your needs as well as your obligations: family, work or other responsibilities. Follow the schedule you have set as closely as possible.

OVERVIEW OF THE LEARNING GUIDE

Opening Pages

The title page presents the number and title of the work situation.



The situation begins with a description of the context in which you will complete different tasks to acquire the target competency.

The Your Assignment section summarizes and lists the tasks you will perform during the work situation.

The total length of all the situation tasks includes the scored activity, if applicable.



Situation Highlights

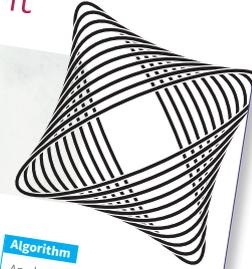
The task number is clearly indicated.

TASK 1.1

Identifying Common Issues on Various Types of Equipment

Computer technology is a very broad science based on logic. Like mathematics and other areas of science, algorithms are used in programming. For example, if you withdraw \$20 from an ATM, the algorithm will prompt several operations to produce an outcome: your \$20 bill.

Despite robust algorithms, software and hardware can sometimes behave as expected. This is when a problem is not as apparent. Some



Algorithm

An algorithm is a series of operations or tasks that produce an outcome. This series necessarily includes a start and an end.

Troubleshooting a Desktop Computer

A desktop computer may be configured in various ways. At minimum, the following hardware will be connected to the base:

- a screen (or *monitor*)
- a keyboard
- a mouse

Of course, other equipment, called *peripherals*, may also be connected, such as:

- a printer
- a USB key
- speakers
- a scanner
- a camera
- a USB hub



3 Name three problems that may occur with a desktop computer. Draw on your own experience.

- _____
- _____
- _____

>> Compare your answer with the ANSWER KEY. ✓

Most Common Issues

Various problems may occur with a desktop computer. In terms of hardware, the most common issues are:

- The computer will not start up.
- The monitor shows a black screen.
- The monitor shows a blue screen.
- The keyboard or mouse is unresponsive.
- The computer is making unusual noises.

NB

Some issues may fall into more than one category and apply to different technological tools.

Terms that may be difficult to understand are defined in the page margins.

The NB feature draws your attention to an important observation.

Relevant examples illustrate and support the content.

The Tip feature presents practical advice to help you do an exercise.

- In terms of software, the following issues may arise:
- An error message appears on the screen.
 - The current program is greyed out and the message "Not Responding" appears.
 - The computer constantly reboots in a loop.
 - The monitor shows a blue screen.

It is important to remember that everyone has a different level of knowledge of computers and that some people are more at ease with technology than others. Consequently, sometimes problems result from the user's incorrect usage or lack of technical knowledge. Also, the user's interpretation of what is happening may lead to a false diagnosis. Here are a few examples:

EXAMPLE 1
Peter Miller, an agent at Prestige Homes, tells you that his computer will not start up. He says that he has connected and disconnected all the cables several times without success. It turns out that Peter did not press the **On** button on his monitor, which caused a black screen.



- A simple and efficient way of stocktaking is to create a spreadsheet in Microsoft Excel containing the following elements:
- date of stocktaking
 - name of person doing stocktaking
 - list of supplies held in stock, including product numbers
 - product descriptions
 - amount of each item that should be in stock
 - actual amount of each item in stock



21 Using a spreadsheet program (for example, Microsoft Excel or Google Sheets), create a table to be used to track the inventory of supplies at Four Bridges Elementary.



Tip
Planning
To help you develop efficient work habits, it is a good idea to plan time in your agenda to take inventory on a regular basis. For example, you could set aside 20 minutes for this task every two weeks.

>> Compare your answer with the ANSWER KEY.

Receiving and Checking Your Order

You receive a box of printing supplies you ordered. Before you put anything away, you must check two things:

- Which order is it?
- Do the quantities received match the order?

You may have placed several orders with the same supplier. Thankfully, suppliers must always include a delivery slip, which you will find either inside the box or affixed to the box in a clear envelope. The information contained in this document is similar to the purchase order: the date, the supplier's name and contact information, your name, your organization's name and contact information, the product name, the number and description of the supplies ordered, and the quantities delivered.

Checking

When checking an order, it is important to be thorough to avoid any errors. For example, the product number should be checked on the purchase order, the delivery slip and the item itself, as different products may have similar numbers. Referring to the purchase order as well as the delivery slip and the item itself is good practice. Once the product and quantity have been checked, you can circle the amount ordered on the purchase order and the amount received on the delivery slip. If all the items have been delivered, indicate the date received and sign the delivery slip. Save these documents in case of queries or verification by your supervisor.



This pictogram tells you that you must use the Internet to complete the task.

A regularly repeated instruction points out the best time to compare your answers with the answer key (at the end of the guide).

This pictogram, accompanied by an instruction, tells you which file, document or tool you need to download from the SOFAD website, at portailsofad.com, in order to perform the task.



You know that some high-volume multifunction printers also include functions such as stapling and binding. It is fairly simple to refill the supplies needed for these functions. In most cases, instructions will be provided in the appropriate location on the machine. If the instructions are unclear, the manufacturer's website is the best source of information regarding any aspect of the printer.

Please consult the competency's webliography on portailsofad.com for a list of makers of high-volume multifunction printers and their websites.

Next, on the website, find the support and drivers section and either select or search for the printer model you are looking for. You should find technical documentation, often in PDF format, here. Otherwise, performing an Internet search with the printer's model name and the keyword "user guide" should work.

10 What is the difference between a flatbed scanner and a sheetfed scanner? As needed, perform an Internet search to find out more.



4 For each of the situations described below, decide whether it reflects a supply issue or an IT issue. Place a tick in the appropriate column.

SITUATION	SUPPLY ISSUE	IT ISSUE
a) Your boss calls you because the department's multifunction printer is not printing. When you look at the printer, you see a message on the display panel: "Replace cartridge."		
b) Justine, one of the department's accounting clerks, sends you an email to say she is unable to print out a report. When you reach her office, you see that there are about ten unprinted documents in the print queue.		
c) You try to staple a document using the multifunction printer, but without success. You check the staple compartment and see that it is empty.		
d) You bump into Arielle in the corridor and she tells you that she is unable to scan the sales report for September. A message appears on the multifunction printer: "Scan was not successful."		
e) You receive another email from Justine telling you that her printer is not working again. When you reach her office, you see that the paper tray is empty.		

>> Compare your answer with the answer key. ✓

Content is often presented in tables to make it easier to understand.



3 Troubleshooting IT Equipment in General



15

Go to the SOFAD portal to view the video *health_and_safety.mp4*. List the five potential hazards that the employee did not take into account and suggest corrections.

Lined area for writing answers.

➔ Compare your answer with the ANSWER KEY. ✓

This pictogram tells you that you must view a video on the SOFAD website, at portailsofad.com.

In this learning situation, you discovered how to diagnose the most common IT issues, note the most relevant information for an IT technician, write a communication in the event of a system failure and write a procedure. The knowledge you have acquired will be essential not only to your further learning but also in your day-to-day life.

Scored Activity 1



You must now complete Scored Activity 1.

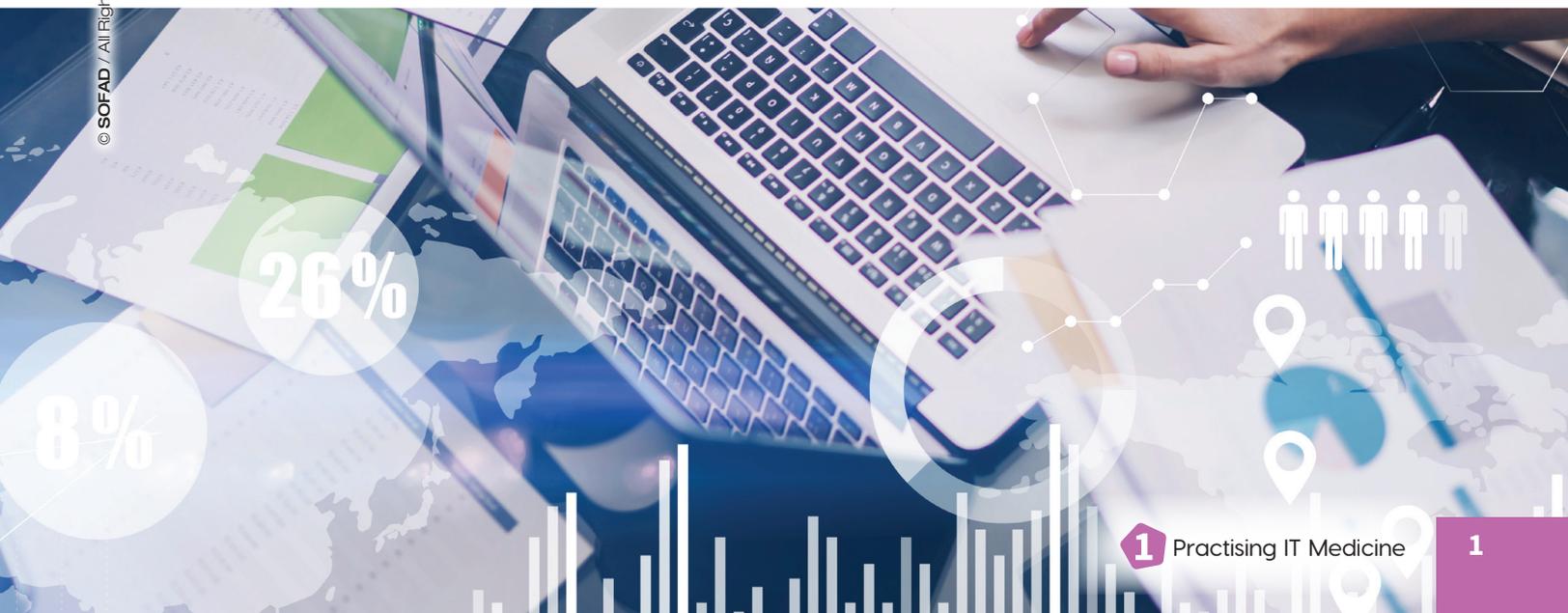
Go to the SOFAD website at portailsofad.com and download the document titled *Scored Activity 1*. Complete the activity and hand it in to your teacher, or send it to your tutor according to the terms provided when you registered.





Practising IT Medicine

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Practising IT Medicine



1

You have been working as a secretary at Prestige Homes, a real estate agency, for a few months. The agents are friendly and hard-working. As they are very busy and constantly on the go, the agents regularly ask you for help resolving their computer issues quickly, since the IT specialist is not always in the office. When this happens, you need to make a diagnosis—that is, identify the problem—and resolve the issue by following the troubleshooting steps.

As a permanent resource, you must provide your colleagues with technical assistance in executing tasks on their computer, restoring the operation of a device or optimizing its performance.

You will follow a troubleshooting approach based on simple principles that will help you find appropriate solutions. These skills will make you an indispensable part of the team.

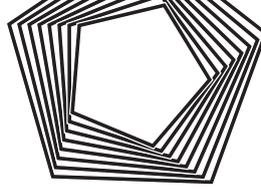


Your Assignment

In this work situation, you will take the role of a secretary at a real estate agency called Prestige Homes. In this capacity, you will provide your colleagues with technical support. Although the calls for assistance may be numerous and varied, you will have the know-how to solve these IT issues and clearly communicate accurate technical information to help your colleagues.

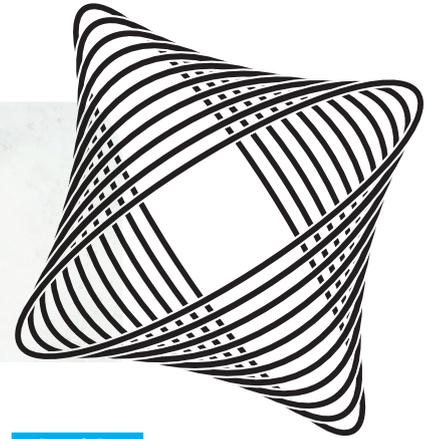
Your assignment consists of the following:

1. identifying common issues on various types of equipment
2. communicating with employees when there is a system failure
3. producing documentation to help users solve similar problems in the future or to carry out certain tasks on their computer



Identifying Common Issues on Various Types of Equipment

Computer technology is a very broad science based on logic. Like mathematics and other areas of science, **algorithms** are used in programming. For example, if you withdraw \$20 from an ATM, the algorithm will prompt several operations to produce an outcome: your \$20 bill.



Despite robust algorithms, software and hardware sometimes do not respond as expected. This is when a problem, commonly known as a “bug,” becomes apparent. Some problems are easier to solve than others and may have different causes. For example, the issue may originate with the equipment, the program or the user.

Algorithm

An algorithm is a series of operations or tasks that produce an outcome. This series necessarily includes a start and an end.

The IT Doctor

When issues arise, an IT technician, support agent or system administrator can provide technical support, troubleshoot or repair the equipment at fault. These people are like doctors when it comes to information technology: they ask questions, conduct various tests, make a diagnosis and take corrective action to resolve the issue. To be effective, they must use logic to come to a conclusion and—in most cases—find a solution.



1.1.1 *Following the Steps to Solve an IT Issue*

The steps required to solve an IT issue can sometimes be difficult to understand. This is why your colleagues may call on you to help them or at least to provide accurate information to the IT specialist who will take care of the problem.

Generally speaking, this is the logic you should follow to solve an IT issue:

1. Define the problem

This step is crucial to identify what needs to be addressed and to make a successful diagnosis. Many people have a bad habit of simply saying “Nothing is working.” This is when you need to ask some more questions: “Which device is not working?”; “Can you see anything on the screen?”; “Has this happened before?”; “When did the problem start?”

2. Prepare a plan of action

The question you must ask yourself is: “What solutions would enable me to resolve the issue myself?” It is possible that you may have no idea. In this instance, what can you do to find a solution? Could you search the Internet? Have you asked the user to restart their device? Does the issue require a specialist to look at it?

3. Apply possible solutions until you get a positive result

You might find the right solution on your first try. However, it is also possible that you may have to make several attempts. Sometimes the situation may be beyond your control or, in rare cases, there may be no solution at all.

4. Make sure the problem is solved permanently

Sometimes you will apply corrective action and everything seems to work fine for a while, but the issue arises again the next day. In this situation, it is best to call in a technician.

1 One of your colleagues has encountered a problem with his computer. He tells you the steps he has gone through to try to resolve the issue himself. Place the steps in the order in which they should have been performed. If any of the steps are not relevant, write an X in the box.

- My computer froze—nothing I did showed up on the screen.
- I tried to close the program I was using, but I couldn't move the cursor with my mouse.
- I shut my computer down manually and restarted it, but the problem persisted.
- I disconnected the screen from the base and reconnected it, but the problem persisted.
- I unplugged my screen's power cable and plugged it into a different outlet, but the problem persisted.
- I disconnected my mouse and reconnected it—everything was working.
- I checked to see if my computer was working, and the actions I performed were displayed on the screen again.

As the previous exercise shows, it is easy to make the wrong diagnosis when you do not apply logic. As a result, it takes longer to find the right solution. Certain clues may point you towards certain possible solutions. For example, when your colleague noticed that he was unable to move the cursor with his mouse, he should have explored this avenue first. This would have eliminated a number of steps.

2 In the space provided below, imagine a real-world situation that you could resolve using the four steps in the troubleshooting process.

>> Compare your answer with the ANSWER KEY. 



Troubleshooting a Desktop Computer

A desktop computer may be configured in various ways. At minimum, the following hardware will be connected to the base:

- a screen (or *monitor*)
- a keyboard
- a mouse

Of course, other equipment, called *peripherals*, may also be connected, such as:

- a printer
- a USB key
- speakers
- a scanner
- a camera
- a USB hub



3 Name three problems that may occur with a desktop computer. Draw on your own experience.

- _____
- _____
- _____

>> Compare your answer with the ANSWER KEY. ✓

Most Common Issues

Various problems may occur with a desktop computer. In terms of hardware, the most common issues are:

- The computer will not start up.
- The monitor shows a black screen.
- The monitor shows a blue screen.
- The keyboard or mouse is unresponsive.
- The computer is making unusual noises.



NB

Some issues may fall into more than one category and apply to different technological tools.

In terms of software, the following issues may arise:

- An error message appears on the screen.
- The current program is greyed out and the message “Not Responding” appears.
- The computer constantly reboots in a loop.
- The monitor shows a blue screen.

It is important to remember that everyone has a different level of knowledge of computers and that some people are more at ease with technology than others. Consequently, sometimes problems result from the user’s incorrect usage or lack of technical knowledge. Also, the user’s interpretation of what is happening may lead to a false diagnosis. Here are a few examples:



EXAMPLE 1

Peter Miller, an agent at Prestige Homes, tells you that his computer will not start up. He says that he has connected and disconnected all the cables several times without success. It turns out that Peter did not press the **On** button on his monitor, so all he could see was a black screen.

EXAMPLE 2

Gina Cabot, the commercial brokerage manager, comes to see you in a panic—the display on her monitor has rotated 180°. She has turned her monitor off and on again, but the problem persists. After a quick Internet search, you discover that she has accidentally pressed a key combination that rotates the display.

EXAMPLE 3

Mary Potvin, the agency’s CEO, asks you to come to her office. She tells you, impatiently, that her mouse has stopped working. She tried shutting her computer down manually, but despite this, only her keyboard is responding. You change the batteries in the mouse, which starts working again.

- 4 In your daily life, what information-technology issue have you successfully resolved yourself? Name the problem and describe how you resolved it.

>> Compare your answer with the ANSWER KEY. ✓

Two Important Questions

For many people, it is difficult to know where to start to define the problem or find a solution. With any technological tool, there are two important questions to ask:

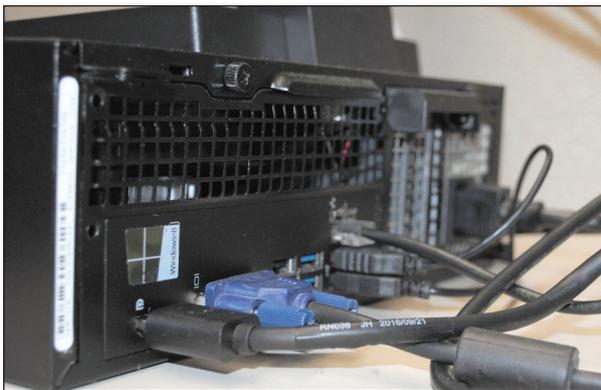
1. What is the device's source of power? (Usually, the device is plugged into a power source or its battery is charged and functional.)
2. Has the device been turned off and on again?

These two questions can resolve the majority of basic IT issues.

Checking the Various Parts of a Desktop Computer

In the case of a desktop computer, various checks and tests can be performed:

- Unplug all cables, including the computer's main power cable and the monitor's video cable at both ends then plug them back in again.

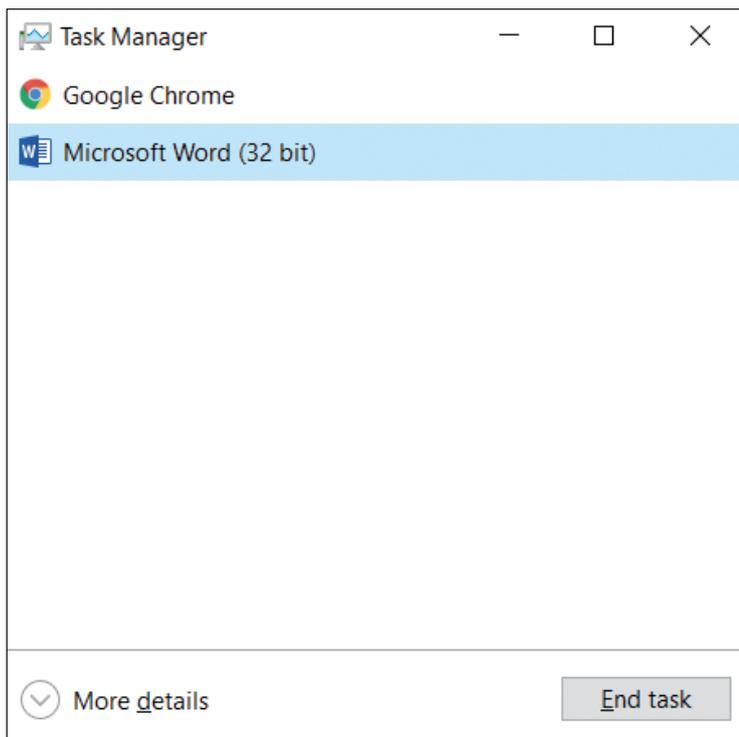


- Check whether the indicator lights on the computer or monitor are on; if so, an electric current is present.
- Plug the power cables into a different outlet.
- Connect a different monitor, being careful to disconnect the original one.
- Hold the power button down for at least 10 seconds to completely shut the computer down manually, then restart it.
- Disconnect all peripherals from the computer except the keyboard, mouse and monitor and attempt to start up the computer.
- Check that the Ethernet cable (which connects the computer to the Internet) is plugged in properly and that the network card's yellow and green lights are on.

Checking Programs or Applications

With respect to programs and applications, the following checks and tests may be carried out:

- Make sure the user has entered the appropriate password.
- Close all open applications and open the one causing the issue.
- Make sure the user has entered the correct Web address into their browser and that it is valid.
- Press the **Ctrl**, **Alt** and **Delete** keys simultaneously; a menu appears. Click **Task Manager** and select the program or application causing the issue. Next, click the **End Task** button to close the program or application causing the problem.



As you can see, there are many ways to resolve IT issues and a solution used in the past may not always work to address the same problem.

5 You receive a call from Mary, who asks you to come to her office. Her computer will not start up. She needs your help to identify the problem and find a solution as soon as possible.

a) What questions should you ask Mary to make a diagnosis?

b) After answering your questions, Mary tells you that she heard a noise as the computer shut off. She tried to start the computer up again, but to no avail. What physical things can you check to find some clues or to resolve the issue? Write the logical order of the steps you would follow to make a diagnosis.

>> Compare your answer with the ANSWER KEY. ✓



Troubleshooting a Laptop Computer

Just like a desktop computer, a laptop may be configured in various different configurations. In its simplest form, it incorporates a screen, a keyboard and a touchpad. It may be configured as such, or:

- plugged into a power outlet using an AC adapter;
- connected to a docking station;
- connected to one or more external monitors;
- connected to an external mouse or keyboard; or
- connected to various peripherals.

Resolving an issue on a laptop can be difficult, since all the basic parts are integrated. That is, they cannot be disconnected from one another. However, there are ways to determine whether the problem originates from any of these parts. Otherwise, the IT technician will have to be called in.

The most common issues that may occur on a desktop computer, mentioned above, can also occur on a laptop. The following issues are also possible:

- The battery does not charge.
- The battery runs out quickly.

Checks and Tests to Perform on a Laptop

Below is a checklist of tests that can be performed to make a diagnosis on a laptop computer:

- Check whether the indicator lights on the computer are on.
- Disconnect the laptop computer from all peripherals.
- Shut the computer down, take the battery out and put it back in, then start the computer up again.
- Remove the computer from the docking station and then put it back.
- Disconnect the external monitor from the docking station and plug it directly into the computer's video port.
- Plug the computer in using an AC adapter from another computer of the same make and model.



Tip

The two questions

To save time, remember the two questions that must be asked to solve any problem related to an information-technology tool!



NB

Most of the steps involved in troubleshooting a desktop computer also apply to laptop computers.



6

Indicate whether the attempted solutions are appropriate or inappropriate in the following situations. If inappropriate, explain why.

- a)** Sabrina Ginsberg, an agent at Prestige Homes, tells you that her computer is not working. The mouse cursor moves on the screen, but nothing happens when she clicks on an icon or a button. You shut her computer down manually, then start it up again.

Appropriate Inappropriate

Your explanation:

- b)** Mary calls you. She is working from home today, using her laptop. She tells you that her Microsoft Word program is greyed out and the message “Not Responding” appears. You ask her to disconnect all the cables and reconnect them firmly.

Appropriate Inappropriate

Your explanation:

- c)** Paul Bennett, a broker and sales rep at the agency, comes to see you with his laptop. The battery is not charging. You happen to have an AC adapter in a drawer and you give it to him to use.

Appropriate Inappropriate

Your explanation:

>> Compare your answer with the ANSWER KEY. ✓

Troubleshooting the Internet

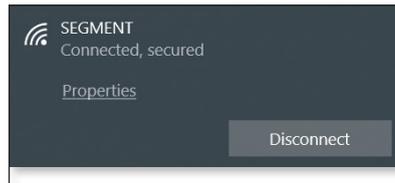
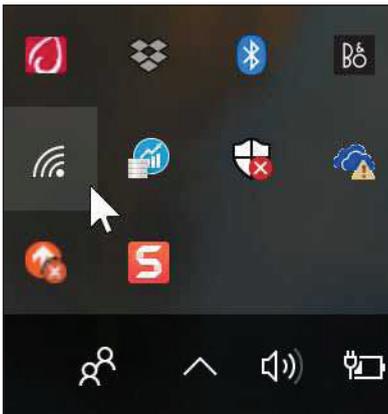
Without Internet access, the majority of office staff cannot work. If the Internet goes down, the situation must be managed as soon as possible. Therefore, it is important to try to determine where the failure has occurred as well as the severity. Just like troubleshooting a desktop or laptop computer, certain questions need to be asked in order to find the source of the problem.

- How long has the Internet been down?
- Does it affect all employees?
- Is it just one specific website that is not working?
- Is there a power outage or maintenance work going on?

Various checks may be carried out, according to the severity of the failure.

If the failure affects one or several employees' computers:

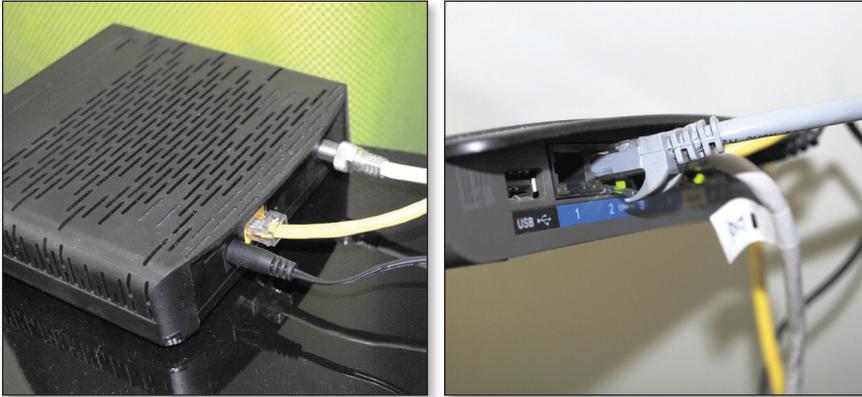
- Check whether the computer is connected to the Internet using Wi-Fi or an Ethernet cable. Can it connect using either of these methods?
- Check whether the Wi-Fi button has been activated on the device.
- Check whether the device is connected to the network. That is, the icon representing the wired or wireless network signal appears on the screen and the name of the network appears alongside the word "Connected" when you hover the cursor over it.



- Type the address of another website into the browser.
- Restart the computer.
- Check whether any new software has been installed on the computer, as some can block Internet access.
- Check whether the computer is displaying any messages about the network adapter.

If the failure affects all employees' computers:

- Restart the modem and router (if applicable).



NB 

In the majority of cases, you will have to contact an IT technician, who will need to know all the information you have gathered as well as the steps you have taken to solve the problem. It is important to have the Internet service provider's name and contact information easily accessible.

- Check whether there is a power outage or maintenance work going on.
- Call the Internet service provider.

7 Do you have Internet at home? If so, write the name of your service provider and the phone number for technical support.

>> Compare your answer with the ANSWER KEY. 



Troubleshooting a Smartphone

In some professions, such as a real estate agent, having a smartphone is essential. With a smartphone, it is possible to receive calls from clients directly or use the device's GPS function to locate a property easily when showing homes to potential buyers. A notary may request information from the agent via text messaging. Although smartphones may be "smart," they sometimes require human intervention.

Below are some of the most common issues:

1. inability to connect to Wi-Fi
2. inability to connect to the cellular network
3. incoming or outgoing calls not getting through
4. poor sound quality on calls
5. the battery does not charge
6. the battery runs out quickly
7. broken screen

9 Which of the issues listed above could you attempt to solve yourself? Simply write the number of each issue selected (1 to 7).

10 Before contacting a technician or the service provider, there are a few solutions you can try. Consider the list of solutions below. Check the boxes of those you could attempt to apply in your professional capacity.

- Replace the screen.
- Remove and reinsert the **SIM card**.
- Turn the phone off and on again.
- Replace the SIM card.
- Close all open applications on the phone.
- Activate the phone's Wi-Fi connection.
- Plug the phone into a different power outlet.
- Replace the phone's battery.
- Check with the service provider that the phone line is active.
- Test incoming and outgoing calls in another room.

SIM card

SIM stands for *Subscriber Identity Module*. This card securely holds user information in relation to the cellphone service provider. For example, the subscriber's name and telephone number, information about the service package, and so on.



➤ Compare your answer with the ANSWER KEY. ✓

Troubleshooting a Desk Phone

A desk phone is an essential work tool for certain employees, such as secretaries, receptionists, dispatchers, help-centre staff, etc. There are two types: landline phones and **IP** phones.

A landline phone is generally plugged into a power outlet and connected to a phone jack (“RJ-11”).

An IP phone is connected to a power source as well as the phone service through the same cable: an Ethernet cable. An IP phone may also have a second Ethernet cable allowing a computer to access a wired Internet connection.



IP

IP stands for *Internet Protocol*. This is a set of communication languages that make it possible to connect to a network or the Internet.

NB



An Ethernet cable is used to connect to an Internet service.



Disconnecting the Phone

In the case of a display or communication issue affecting a landline or IP phone, the only option to attempt to solve the problem is to disconnect the phone completely, wait about 10 seconds and then reconnect it. Allow the phone up to a minute to restore its settings.

The most common issues are a blank display, the inability to make or receive calls, poor sound quality and no dial tone.



Tip



Plugging in a different phone

In an office setting, switching phones to see whether a problem persists is not recommended because each phone has its own configuration, such as its extension number, number of lines, voicemail, etc. Therefore, if you plug a colleague's phone in at your desk, you will end up with their personal settings.

Performing a Few Tests

To help the phone service provider or the IT technician resolve the issue, it is possible to perform a few tests and collect information before contacting them:

- Note the time when the issue first arose.
- Note whether the issue affects one device, several devices or all devices.
- Note the error message displayed, if applicable.
- Call a colleague's extension and note the result.
- Ask a colleague to call you from their desk phone and note the result.
- Make a local external call and note the result.
- Make a long-distance external call and note the result.
- Ask an external contact to call you at the number of the faulty device and note the result.

- 11** Do you have a landline or IP phone at home? If so, what is the name of the service provider and how can you contact them in case of a problem?

➤ Compare your answer with the ANSWER KEY. 

Cloud Computing

Cloud computing, or simply “the cloud,” consists of several remote physical servers that store data, with access protected by a username and password. There are two types of cloud: public and private.

Public clouds are generally free and have minimal security.

Mainly used in business, private clouds have costs associated with them but offer a high level of security. It is important to be aware of the corporate policy governing cloud computing.

Troubleshooting an Operating System and Software

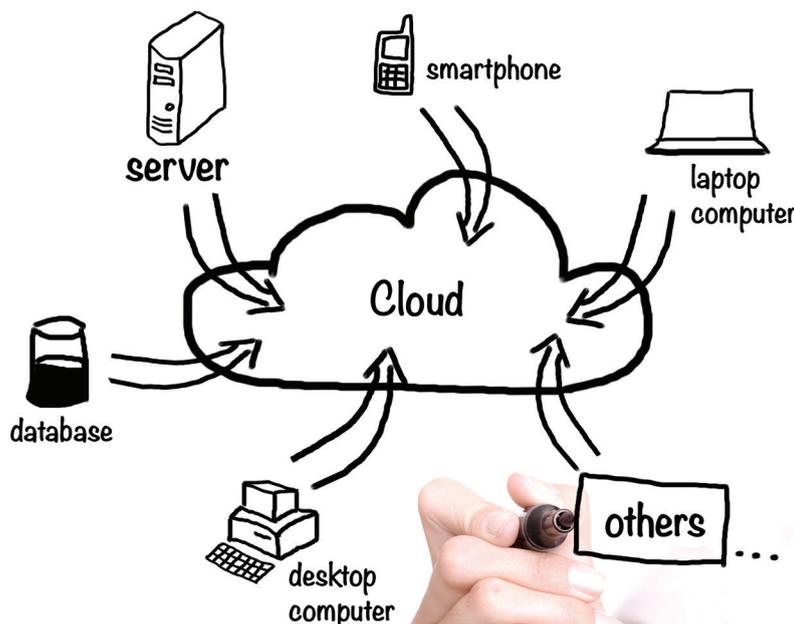
Many different issues may arise involving software and the **operating system**. There is rarely a single solution. Some issues are more complex than others and require the attention of an IT technician, who may have to perform a complete reboot. This is why important documents should not be saved on your computer desktop alone; if there is a serious issue, everything on your computer could be permanently erased, including those files. Therefore, these documents must be saved on the company network or, if permitted, using a cloud service such as Dropbox or Google Drive.

Below are a few possible solutions to try on a desktop computer as soon as an issue with a program arises:

- Close the problematic program and reopen it.
- Close the problematic program manually (the procedure is explained on the following page).
- Restart the computer.

Operating system

An operating system is a graphical interface that makes it possible to use a computer without having to input command lines. Operating systems available on the market include Windows 10, Windows 7, Mac OS X, Ubuntu, etc. The operating system manages the computer's operation and the user's instructions.



Closing a Program Manually on a Desktop Computer

If it is impossible to close a program using the **X** button in the top right corner of the window, or to open the **File** menu and select **Close**, follow the procedure below (also available on page 10).

- Press the **Ctrl, Alt** and **Delete** keys simultaneously. A menu appears.
- Click **Task Manager** and select the program causing the issue.
- Click the **End Task** button. This will close the program, which you can then reopen.

When this type of problem occurs, resourcefulness is the key. For example, when an IT technician encounters an issue they do not know how to resolve, their first reflex is to identify the exact problem and then perform an Internet search. In general, it is easier to find solutions using English keywords. Whichever language you use, it is important to ensure that your search terms are both precise and concise.



- 12** You are trying to start up your computer, but all you can see on the monitor is a blue screen. The Windows 10 operating system seems to have encountered a problem. Perform an Internet search to find potential solutions. Indicate three websites that offer solutions.

>> Compare your answer with the ANSWER KEY.



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