

# Course : Windows 10, user support

*Practical course - 3d - 21h00 - Ref. WOT*  
*Price : 2110 CHF E.T.*

The Windows 10 operating system has many features and functionalities that require specific knowledge. This highly practical training course will give you all the skills you need to provide effective user support.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Acquire a problem-solving methodology for Windows 10
- ✓ Use appropriate commands and troubleshooting tools
- ✓ Adapt a workstation to the user's needs
- ✓ Add, configure and delete user accounts
- ✓ Install, uninstall and commission hardware and software components

## Intended audience

Anyone who needs to support users in a Windows 10 environment.

## Prerequisites

Basic knowledge of network operating systems.

## Course schedule

### 1 User environment

- Manage PC and tablet modes, thumbnails and applications.
- Add, configure and delete user accounts.
- Associate a password with a user.
- Change the default application associated with a file type.
- Register, user profiles.
- Edge browser.

### Hands-on work

Modification of user parameters.

### PARTICIPANTS

Anyone who needs to support users in a Windows 10 environment.

### PREREQUISITES

Basic knowledge of network operating systems.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 Starting up and managing equipment

- ReadyBoost and SuperFetch.
- Driver troubleshooting, ACPI, APM.
- Basic troubleshooting tools: ERD, Windows diagnostics, backup.
- Troubleshooting CDs, advanced tools: knowledge base, MBSA, etc.
- Advanced boot mode: system restore, recovery.
- UEFI support.

### Hands-on work

Troubleshooting, MMC creation, system restore, previous version, backup creation, WinRE and WinPE CD creation and use.

## 3 The file system and local security

- Troubleshooting quotas and EFS encryption.
- File access problems. Auditing.
- Bitlocker, installation, key restoration.
- Local security strategy. Strategy models.
- Counters, logs and resource monitor.

### Hands-on work

Create and convert a volume, test inheritance rules, test security strategy. Set up counters to test disks, memory and CPU.

## 4 Network troubleshooting

- Network center and sharing tools.
- Setting up different network profiles.
- Usable protocols. Troubleshooting IPv4/v6 problems.
- Troubleshooting DNS and DHCP problems.
- Internet connectivity. Firewall troubleshooting. Remote access and VPN.

### Hands-on work

Configure and troubleshoot the firewall, use troubleshooting commands, analyze network traffic. Set up and test offline files. Set up a firewall rule.

## 5 System installation and software management problems

- Display system information. Task manager.
- Software compatibility wizard.

### Hands-on work

Use the Hardware Assessment application and the file transfer wizard.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 1 June, 7 Oct.