

# Course : Windows 11, user support

*Practical course - 3d - 21h00 - Ref. W2U*

**Price : 1790 € E.T.**



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BEST

The Windows 11 operating system offers new features and functionalities that require specific knowledge. This highly practical training course will give you all the skills you need to provide effective support for users of Windows 11.



## Teaching objectives

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

- ✓ Acquire a problem-solving methodology for Windows 11
- ✓ 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 11 environment.

## Prerequisites

Basic knowledge of network operating systems.

## Course schedule

### 1 User interface

- What's new in the Windows 11 interface.
- The new Start menu and its features.
- Customize the Start menu and taskbar.
- New organization of your working environment with Snap Layouts.
- Practical shortcuts.

### Hands-on work

Getting to grips with the Windows 11 user environment. Customizing the user interface.

### PARTICIPANTS

Anyone who needs to support users in a Windows 11 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

- UEFI management.
- Disk and partition management.
- The different Windows authentication methods.
- Device management (installation, uninstallation, signature).
- Driver provisioning management with DriverStore.

### Hands-on work

Create a data partition. Install and provision drivers.

## 3 File management and security

- NTFS rights management.
- The registry.
- Encryption with BitLocker.
- Securing system files using restore points.
- History of user files.
- Backup and System Image.

### Hands-on work

Setting up an encrypted partition with Bitlocker. Set up, create and restore using restore points.

## 4 Network and security issues

- TCP/IP configuration.
- Defender firewall.
- VPN connection.
- UAC.

### Hands-on work

Adjust firewall rules.

## 5 Application support

- Install and remove applications from the Windows Store.
- Web browser settings.
- The task manager.
- The new Amazon AppStore applications.
- Monitor applications: dependent services and startup.
- The different monitors (resources, reliability, performance).
- Remote control tools.

### Hands-on work

Remove applications from the Store using Powershell Appx commands.  
Disable services. Optimize applications launched at startup.

### 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 to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 18 Mar., 1 July, 9 Sep., 14 Oct., 18 Nov., 9 Dec.

### PARIS LA DÉFENSE

2026 : 11 Mar., 24 June, 2 Sep., 7 Oct., 4 Nov., 2 Dec.