In Home Tech Support Business Complete Course

Work, Money & Place | Local review edition | November 20, 2026

Begin with the five-step route and keep fictional examples separate from your own evidence.

Five steps to a readiness decision

1. Choose one narrow service — L01 / F01. One supported two-page printing result and referral boundaries.

2. Check conditions and demand — L02, L03, L04 / F02, F03, F04. A dated comparison, permissions, coverage and buy/wait decision.

3. Rehearse the supported result — L08, L09, L10 / F08, F09, F10. Before-state, authorized change, repeatable customer test and a stop branch.

4. Estimate the complete cycle — L05, L06, L07 / F05, F06, F07. Independent pre-quote estimate, full customer confirmation and dated baseline.

5. Make a readiness decision — L14 / F14. Evidence for the narrow service, with unresolved limits and a wait decision where needed.

Stop at missing conditions or evidence. The route is a study order, not permission to sell or perform unverified work.

One narrow starter result: help an authorized household user print an approved two-page sample PDF from a supported personal Windows 11 x64 PC through an existing home network to the checked HP LaserJet M209dw, then repeat the task and receive a limited written handoff. L09–L10 provide the model-specific route. General repair, backup implementation and recovery competence are not outcomes of L11 overview coaching.

Study the written lessons in order, then use the blank forms and your own-business planner inputs. Exercises include reasoned worked answers. A paper course is not a credential or practical qualification.

About 10–14 hours of study and exercises, plus separate permitted technical practice and local business research. Your actual time depends on existing skill; the course alone does not qualify you.

How to begin

Begin with the five-step route below. Define the two-page printer task in L01/F01, then complete the conditions and demand decision in L02/F02 before equipment purchases. L09–L10 cover the supported Windows/home-network/M209dw task; L11 is a coaching and referral overview, not a general repair or backup qualification.

Use the complete fictional Case T to see how lessons, forms, stock and money fit. Keep your neutral forms and own-business planner separate from its filled examples.

The site stores practice answers and progress only in this browser. Export a backup. Word and Excel files are independent working copies; they do not synchronize with the site. Never enter real credentials in any teaching form.

No required video is needed. Historical episode/publication records are separate and current public availability was not verified. All required written instruction is included.

First action: Write the supported Windows 11/home-network/HP LaserJet M209dw two-page printing result and three stop boundaries in F01; open L02/F02 next for conditions and demand before buying.

Estimate before actual accounting

Use the independent Estimate sheet before setting a price or receiving money. Every required driver must be known, including confirmed numeric zero. Its conservative arithmetic floor includes a fee-rounding allowance; it is not a market price or readiness proof. Keep the accepted plan in a dated Baseline, then record Quantity, Stock, Your order and one-order Cash actuals separately. Your order C39 links the independent estimate and never requires actual price, receipts or refunds. Marketing ratios require all three matching funnel counts. Earlier-order refunds need their own dated order record; never charge them to this order.

L01 Choose a service you can demonstrate

Choose a workable local offer. Practice allowance 35 minutes.

Produce: A supported-device offer and a written skill gap decision

Use forms F01.

Start with a customer task

The starter service in this course is a scheduled, in-person visit to help an authorized adult use an already working household Windows 11 computer, an existing home network, and a supported printer. The technical example uses a Windows 11 Home 25H2 x64 laptop (build family 26200) and an HP LaserJet M209dw on a homeowner-controlled network. The goal is a task such as printing a two-page sample, not a promise to repair every computer. You sell diagnosis, an agreed amount of appropriate work, testing, and coaching. A visit may end with a clear referral instead of a repair.

Write the supported system, task, visit allowance, service area, and exclusions before quoting. For example: “I help households connect supported Windows 11 PCs to their existing Wi-Fi and compatible printers. You stay present and enter your own account information. I explain the result and leave a written record. Hardware repair, password bypass, business-managed devices, data recovery, and security certification are outside this service.” Do not call yourself certified unless you hold the relevant current credential.

Test your ability before accepting money

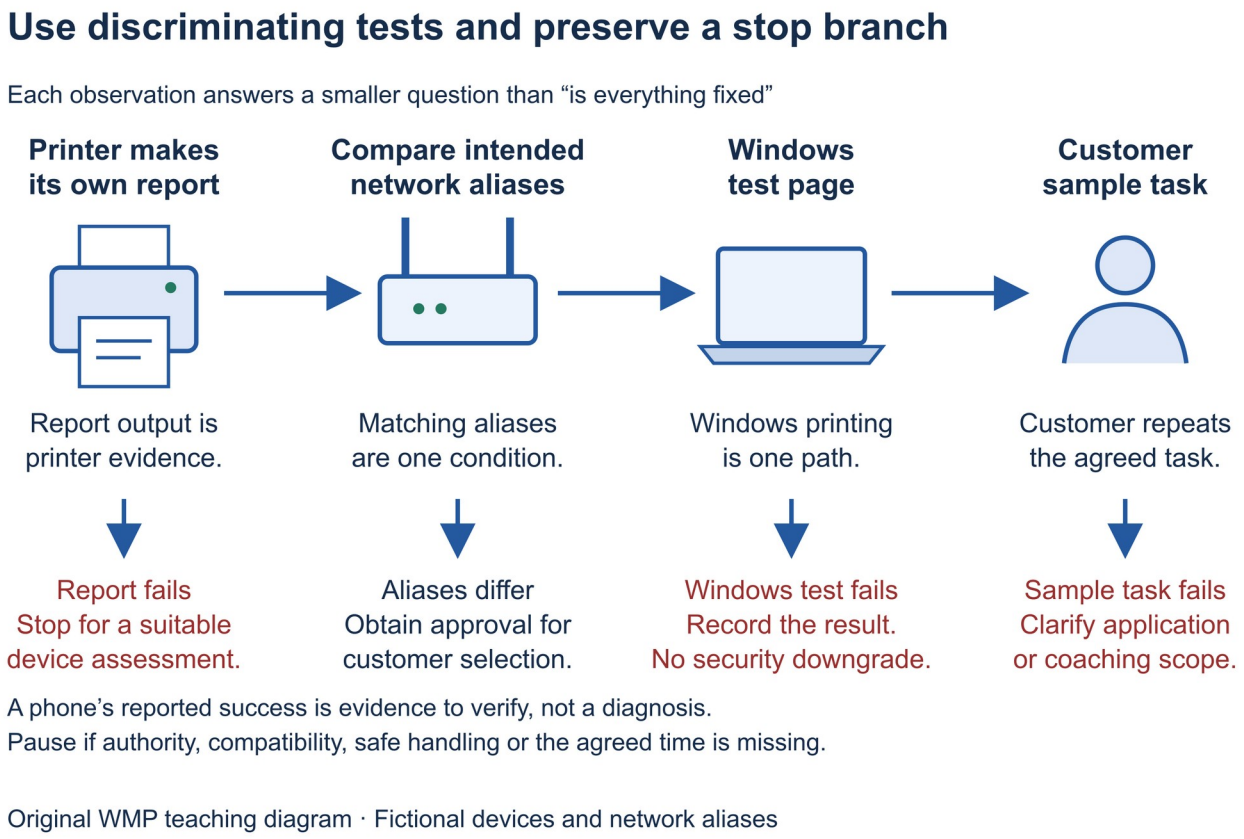
Use equipment and accounts you own or have explicit permission to use. Reproduce one simple fault, describe the evidence, make one reversible change, and show another person how to repeat the customer task. Practice recording what changed without recording secrets. A written course cannot establish your handling skill or your ability to diagnose a particular fault. Ask a qualified technician to assess any task you cannot safely demonstrate.

Create three lists in F01: can demonstrate now, can learn with supervised practice, and refer. A person who can install a household printer may still be unqualified to open a laptop, repair a damaged battery, administer a router, or remove malware. Recognizing these boundaries protects the customer and keeps the offer credible. Do not accept a job because an online tutorial makes an unfamiliar repair look short.

Identify a suitable first customer

Look for a routine task, a supported device, a person with authority over the device, and a safe place to work. Confirm that the person will be available to unlock the PC, approve changes, and demonstrate the result. Avoid emergency deadlines for a first job. A customer with a failing drive and the only copy of family photos needs a specialist, even if the initial request sounds like a slow-computer visit.

Your first output is a narrow offer with a stop rule. The case in this course demonstrates a network-selection error followed by printer installation and coaching. It does not establish demand, a diagnosis for another home, or a universal Windows configuration. Recheck vendor instructions for the actual edition, build, architecture, and model before each unfamiliar task.



Use observations to choose the next approved test. Stop when a branch exceeds competence or scope.

Practice

A caller wants a printer connected and a swollen laptop battery “looked at while you are here.” What do you offer?

Worked answer

Offer only an assessed printer task if the visit can be safe without using or handling the damaged laptop. Explain that battery work is excluded and refer that issue to the device manufacturer or a qualified repair provider. Do not charge ahead with the laptop because printer setup is familiar. Record the declined task and confirm an appropriate safe device will be available.

Sources: S01, S02, S03, S21. Full links and limits are in the source register.

L02 Test a local offer before buying equipment

Choose a workable local offer. Practice allowance 45 minutes.

Produce: A documented buy wait or revise decision

Use forms F02.

Find evidence close to the proposed work

Begin with a small geographic area you can actually serve. Pick two or three neighborhoods and drive or map the full round trip at the hours you would visit. Record parking, building access, appointment windows, and time to return home. A small service area is useful only if the customer mix and travel leave enough time for paid work. Do not treat a map distance as the entire owner cycle.

Review three public local offers for comparable work. Record their date, minimum visit, included time, travel limits, follow-up, and exclusions. A remote-support subscription, electronics-store bench service, and home visit are different products. A published rate is evidence of a seller's offer, not evidence of completed sales or customer willingness. Keep actual observations separate from the invented teaching case.

Filled three offer comparison fictional placeholders

Fictional local Offer A — North-area household printer connection: $165 total for up to 60 onsite minutes; two 15-minute travel legs included within its invented 3-mile area; existing Windows 11/home Wi-Fi/printer only; one sample print, no written customer rehearsal or follow-up. Diagnostic work is charged even if unresolved under the invented disclosed terms.

Fictional local Offer B — Case T comparison: $210 total for up to 100 onsite minutes; two 20-minute travel legs included within its invented 5-mile area; supported Windows 11/M209dw printer task, customer repeat test, written handoff and up to 20 minutes of same-issue follow-up within 7 days; no parts, router administration or repair.

Fictional local Offer C — East-area setup visit: $240 for up to 120 onsite minutes plus a disclosed $25 travel charge in its invented 8-mile area, $265 total before any applicable tax; two 30-minute travel legs expected; offers broader PC/printer setup but excludes backup implementation, recovery and router repair; written summary, no included follow-up.

These are invented teaching placeholders dated November 20, 2026: no providers, public quotes, contacts, purchases or actual demand were obtained. The area names, prices and terms are fictional. A is shorter, C costs $265 for a different scope and longer travel, and B includes customer rehearsal and limited follow-up. Dividing price only by onsite minutes conceals these differences. No option establishes a local going rate or validates $210.

Filled decision: WAIT for real same-scope evidence and demonstrated skill before purchase. Replace each row with an actual public local offer URL/date, full price/tax/travel, included time, result, follow-up and exclusions; record missing information rather than inventing it. No contractor contact is required for this teaching comparison.

Ask useful questions without creating fake demand

With permission, speak to potential users or a community organizer about tasks people struggle with, how they currently get help, and what an acceptable visit would need to include. Present the same narrow offer and full price each time. Ask whether the person would consider booking that offer when a

real need arises. Do not count “that sounds nice” as a booking, invent leads, or impersonate a customer to obtain confidential quotes.

Use a small written trial decision: pursue only if the work is within demonstrated skill, permissions and coverage are workable, the full price covers your measured cycle, and actual interest supports the next small step. There is no universal number of interviews that proves demand. If all inquiries require hardware repair or same-day evening help that you cannot provide, revise the offer or stop before buying a kit.

Protect household money

List what you already own and can use lawfully, then obtain actual prices for missing items and coverage. Keep the household emergency reserve separate from business seed money. An existing car or laptop has an economic cost even when no purchase happens this month. Conversely, a new tool purchase is a cash outflow now; an allocation per visit is not another payment.

The fictional case assigns $180 to reusable kit purchases and $18 to whole packs of consumables. These are teaching allowances, not supplier quotes or a recommended launch budget. It assumes an already owned suitable transport vehicle and work laptop. If either is missing, rebuild the launch decision. You may begin with permitted practice and a manual intake process while delaying optional equipment, paid advertising, subscriptions, and branded clothing.

Comparable price means comparable scope

Three invented offers are practice placeholders, not a local market survey

Offer	Full price	Onsite block	Travel legs	Important difference
A	**$165**	60 min	15 + 15 min	Sample print only
B	**$210**	100 min	20 + 20 min	Repeat test + limited follow-up
C	**$265 total**	120 min	30 + 30 min	Broader setup; no follow-up

WAIT for real same-scope evidence before buying the kit.

Original teaching schematic • Fictional examples; follow the lesson scope

All offers and prices are invented lesson placeholders; no provider, current quote or real customer demand is represented.

Practice

Three neighbors like your idea, but each wants business-network support and your only demonstrated skill is home printer setup. Should you buy a $1,200 kit?

Worked answer

Wait. The observed demand does not match the supported offer. Record the mismatch, research actual household printer/setup demand, and price the whole cycle. Buy only what an evidence-backed next step requires. Three expressions of interest in a different service do not support this purchase.

Sources: S04. Full links and limits are in the source register.

L03 Set permissions and protect customer information

Choose a workable local offer. Practice allowance 45 minutes.

Produce: A local permission record and data handling rule

Use forms F03, F04.

Use a real jurisdiction example

The worked business location is Portland, Oregon. Oregon has no general sales or use transaction tax, so the fictional local service invoice uses a confirmed zero sales-tax input. This does not remove income taxes, local business taxes, filings, or obligations in other states. Portland's Revenue Division says businesses operating in Portland or Multnomah County must register within 60 days. Its business license tax is not permission to conduct otherwise prohibited activity. Verify your actual location and activity with the relevant offices.

F03 is a record of questions and evidence, not a list of permissions already granted. Check business registration/name use, home-office zoning or lease rules, local business tax accounts, and any activity-specific rules. Ask an insurance professional about the actual offer: bodily injury/property damage in homes, damage to devices or data, professional errors, cyber incidents, and business driving. A general liability policy alone may not cover data loss or professional advice. Record the actual coverage and exclusions instead of calling yourself fully insured.

Separate access from authority

A person who knows a password may not own or control the equipment. Ask who owns it and whether it is employer, school, landlord, or family managed. Stop if the requested change conflicts with management policies or another person's rights. A tenant's request does not automatically authorize changes to a landlord-controlled router. Obtain authority for each consequential change, not a blanket statement that permits everything.

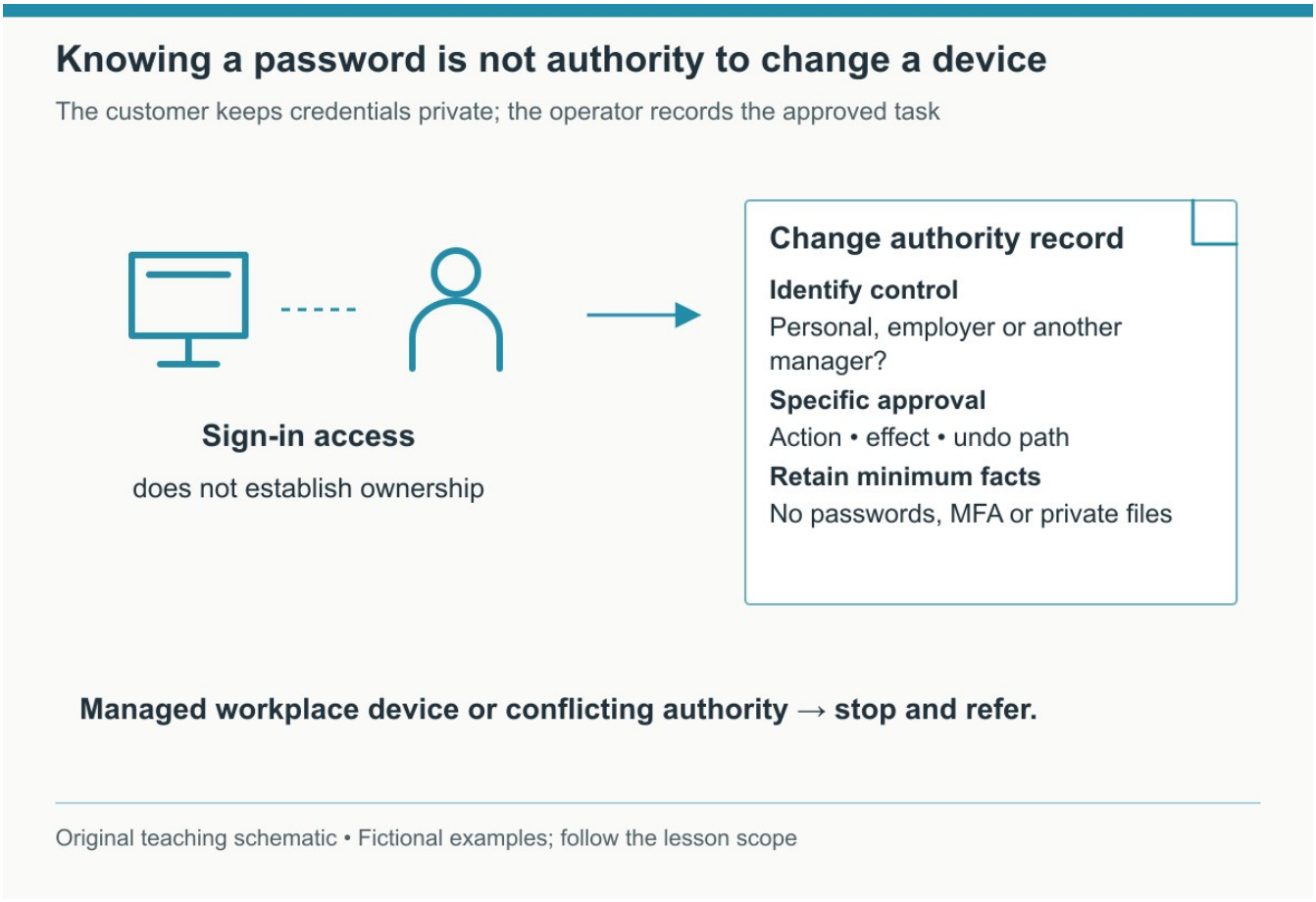
In F04, record the requested action, affected device, foreseeable effects, how you can undo it, and approval. The customer unlocks the device and enters passwords or MFA codes privately. Do not ask them to email credentials. Do not store Wi-Fi passwords, recovery keys, payment-card details, private documents, or screenshots of unrelated information in forms. The teaching labels Home-A and Guest-A are invented aliases, not real networks.

Decide what records you need

Keep a customer-approved task record, relevant technical facts, authorization, invoice, and outcome. Collect only what you need, restrict access, and define a retention and secure disposal policy. Protect

your own work device, backups, and records. If you suspect a data incident, stop unnecessary access, preserve relevant facts safely, and obtain qualified legal/security guidance on applicable response and notification duties. Do not promise that deleting a screenshot reverses an exposure.

Avoid recording a full desktop merely for convenience. A cropped sample test result with no personal data may be enough, and it still requires permission. Give customers a way to obtain their job record. The website practice forms in this course are for learning; do not put real passwords, access codes, or customer sensitive information into a local demo.



Original permission diagram. No credentials, actual customer data or security-bypass instructions are shown.

Practice

A customer asks you to turn off their employer's management software because it blocks printer installation. They can sign in. What is the next step?

Worked answer

Stop that change and ask the customer to contact the employer's authorized IT team. Local sign-in is not authority to defeat device management. Record that the managed device is outside the offer. You can discuss a separate personally owned supported device only with clear new scope.

Sources: S05, S06, S07, S08. Full links and limits are in the source register.

L04 Prepare a small kit and a supported reference set

Choose a workable local offer. Practice allowance 35 minutes.

Produce: A tested kit and model-specific reference list

Use forms F05.

Prepare tools for diagnosis

A useful starter kit supports the exact offer: a maintained work laptop, suitable known-good USB and Ethernet cables when the devices support them, a small flashlight, labels, clean dry cloths, sample files, and a way to record consent and results. A tool is known-good only after you test it. Confirm connector type, cable condition, and model compatibility. Keep customer storage media separate from your tools. Do not insert unknown USB drives or load untrusted installers.

Carry a paper copy of intake and acceptance forms in case connectivity fails. Have a charged phone for contact and directions. Keep food and drinks away from customer electronics. Do not move heavy furniture, overload outlets, leave cords across walkways, or open power supplies. If the setup has damaged cables, heat, smoke, liquid exposure, or a swollen battery, stop handling it and use the manufacturer’s appropriate safety/support path.

Build a reference set before the appointment

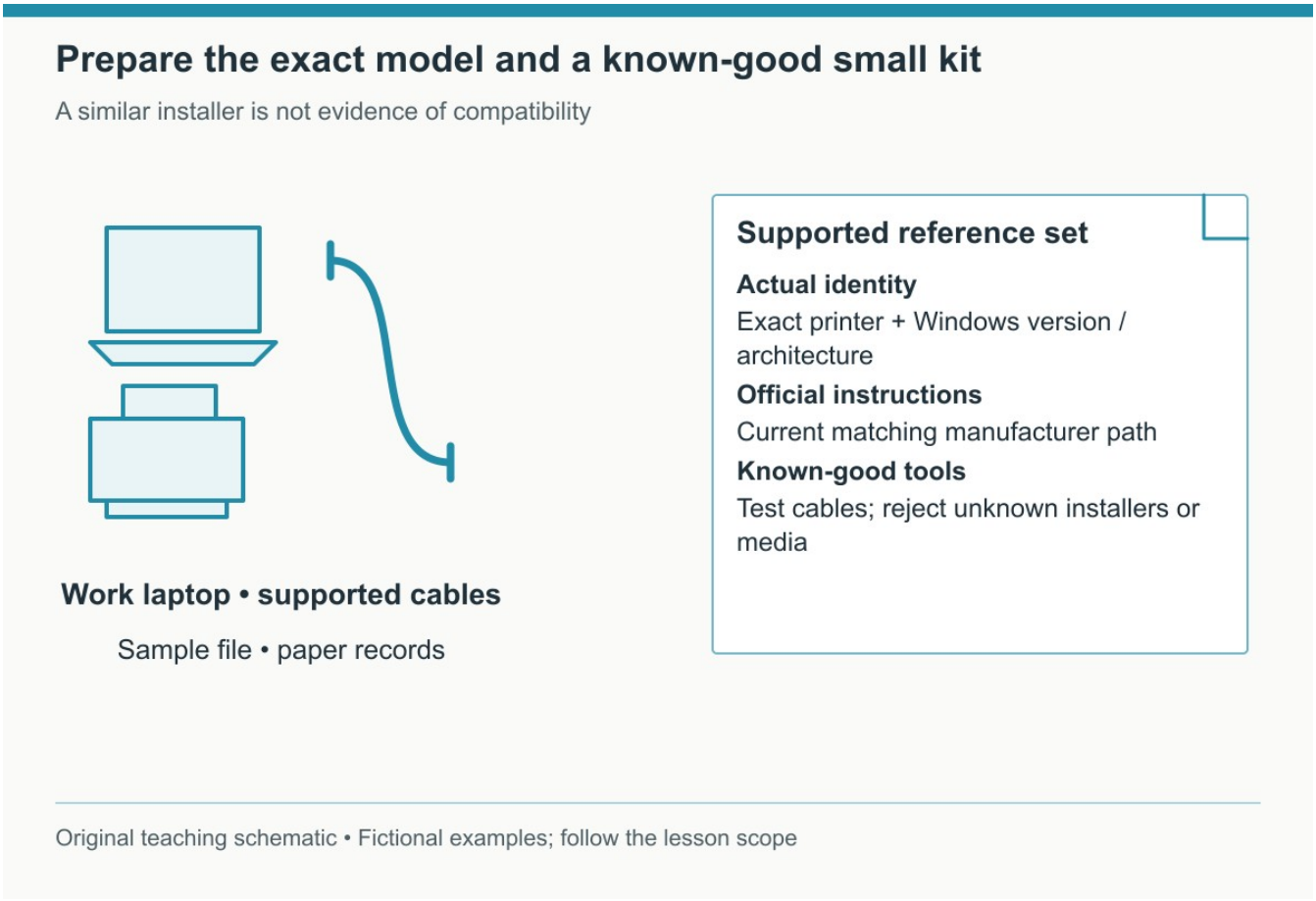
Save links to the exact device support page, Windows instructions, and your own supported-task checklist. Record the model, platform, architecture, and source date in F05. For this course, the M209dw belongs to the HP LaserJet M207–M212 family, and the selected Windows path uses the built-in printer controls. The old family manual mentions HP Smart; current HP pages show changed app naming. The worked visit avoids an app installation and follows the current Windows built-in path.

Never use a search advertisement as proof that a driver site is legitimate. Navigate from the manufacturer’s verified support domain and match the actual device. If instructions disagree, do not improvise by combining unrelated model steps. Read the current support note, check the model, and contact the vendor if needed. Keep the old document as dated evidence only, with its limits visible.

Decide whether ownership or rental makes sense

Most of this offer depends on skill and existing customer equipment, not a large inventory of replacement parts. Customers can buy hardware directly after an informed decision. If you resell hardware, add warranty, returns, tax, inventory, and compatibility responsibilities to the model before offering it. Do not pay for customer subscriptions or use your personal account to activate their device.

The $4 per-visit reusable allocation in the teaching case is $180 divided by 45 planned uses. It is a planning allocation, not a tax depreciation method or proof of 45 future bookings. Test a shorter life: 20 uses would allocate $9 per visit and reduce the case’s management remainder by $5. Do not pay the $180 again in the cash ledger each time you allocate $4.



Conceptual kit illustration; no connector geometry, installer, device compatibility test or actual hardware inspection is asserted.

Practice

A customer sends a printer family name but not the exact model. You have an installer for a similar model. What belongs in your preparation record?

Worked answer

Request the exact model and connection type, confirm the supported Windows architecture and current manufacturer page, and test your own cables. Do not promise to use the similar installer. Mark compatibility unconfirmed and make the booking conditional on a supported device.

Sources: S01, S02, S09, S21. Full links and limits are in the source register.

L05 Find customers with a clear local offer

Find clients and agree the visit. Practice allowance 60 minutes.

Produce: A two-week client finding plan and sample messages

Use forms F06.

Make the offer easy to recognize

Start with channels where an in-person explanation matters: permission-based referrals from people who know your work, community-center organizers who allow service information, neighborhood notice

boards with clear posting rules, and your own accurate local service page. Ask each venue whether paid services may be promoted and whether screening is required. A volunteer program is not automatically a sales channel. Do not imply endorsement by a library, neighborhood group, hardware maker, or employer.

A sample service description is: “Patient help with supported Windows 11 home PCs, existing Wi-Fi connections, and compatible printers in selected Portland neighborhoods. Scheduled visits include an agreed task, testing, and a written handoff. You keep control of passwords and accounts. Hardware repair, recovery, emergency security work, and managed workplace systems are excluded. Ask for a scope and price before booking.” Use real service areas and availability. Do not publish an invented business address or claim experience from this fictional case.

Use messages that invite a scoped inquiry

Referral introduction, unsent: “Hi Jordan, I’m preparing a small home-tech service for supported PCs and printers in our area. If you know someone with a routine setup task, may I share a one-page description? I’ll confirm device, authority, and a full visit price first. Please don’t send passwords or personal files.” This asks for permission instead of pressuring a friend to provide private contact details.

Inquiry reply, unsent: “Thanks for asking about your printer. What is the exact printer model, the PC’s Windows version, and the task you want to complete? Is this your personal equipment and can you be present to sign in? Please describe the error in words, without sending account information. Once I confirm the fit, I’ll send the included time, full price, limits, and available appointment windows.” A follow-up after an unanswered quote can be one brief reminder with an easy way to decline. Respect a no or an opt-out.

Work a two week plan

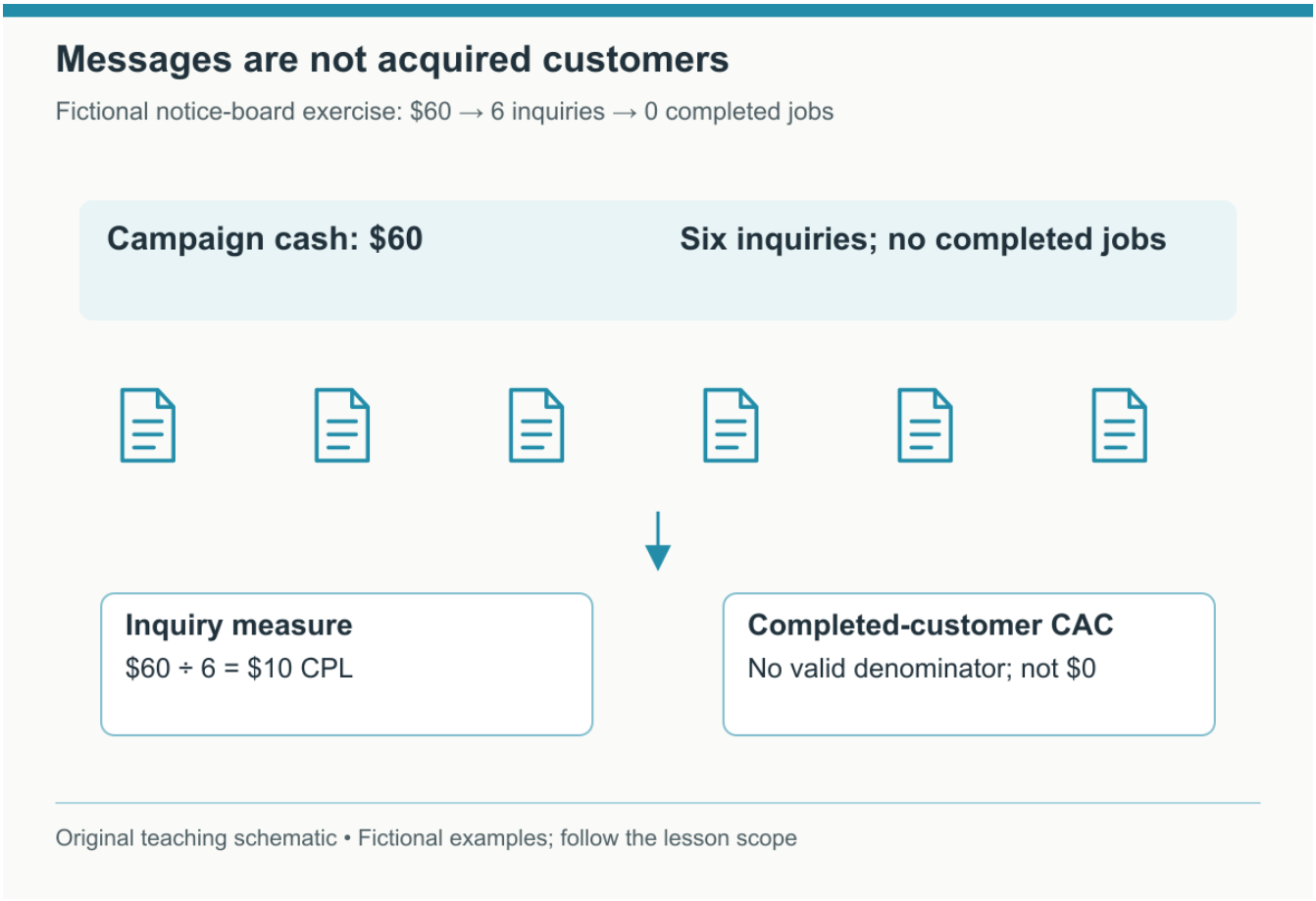
Days 1–2: finish the supported offer, complete a permitted demonstration with sample data, and photograph only your own equipment. Days 3–4: compare three genuinely comparable local offers and obtain venue permission. Days 5–7: share the offer with a small permission-based group and log inquiries by source. Week 2: respond with the same intake questions, quote only suitable work, note reasons for declines, and compare whole-cycle cost with actual willingness. These are planned actions, not completed outreach or guaranteed lead counts.

Create an accurate local service page that explains the supported tasks, service area, appointment process, full-price inquiry and exclusions. Use only permitted community notices and referrals to direct people to it. No named paid-lead marketplace or advertising platform is prescribed. Before considering one later, verify its current service category, eligibility, terms, screening, refund or credit rules, charges and local availability before spending.

Measure the same population

F06 records channel, permission, spend, leads, suitable inquiries, accepted bookings, completed paid jobs, and time. In a fictional campaign, $40 of printing/placement costs produces four inquiries and one accepted booking. Cash cost per lead is $10 and cost per booking is $40. This is a separate campaign population; it is not assigned to the organic referral Case T or proof that another campaign will perform similarly.

Before buying more leads, estimate the most you can spend on an additional completed job while preserving your chosen return. Case T leaves $38.82 after its selected reserve; a $40 acquisition charge would make the same job negative by $1.18 if nothing else changed. Additional sales work also uses owner time. A cheap inquiry that never becomes suitable paid work can be expensive. If no bookings occur, cost per booking is undefined, not zero.



All campaign values are fictional. Inquiry volume alone does not justify scaling or establish suitable paid demand.

Practice

You spend $60 on a permitted notice-board campaign, get six inquiries, and complete no jobs. What are CPL and CAC, and should you scale it?

Worked answer

CPL is $10. Completed-customer acquisition cost has no valid denominator and must remain unavailable. Do not show zero CAC or scale solely because inquiries arrived. Review fit, price, appointment constraints, and the full time spent. Decide whether a small revised test has a reason to work before further spending.

Sources: S04. Full links and limits are in the source register.

L06 Turn an inquiry into an agreed visit

Find clients and agree the visit. Practice allowance 45 minutes.

Produce: An intake record and a specific service agreement

Use forms F07, F08.

Ask for facts that change the decision

Begin with the customer's task in plain language: "I want to print this two-page document from this laptop." Ask when it last worked, what changed, whether other devices can print, and what error appears. Get the exact printer and PC models, Windows version/architecture if available, connection type, ownership/authority, and whether the person can be present. Ask about accessibility needs, pets, parking, and a safe work surface. Do not demand a screenshot containing private content.

Sort the inquiry into suitable, needs clarification, or refer. A basic printer task on a supported personal laptop is a candidate. An unknown model or a forgotten admin password needs clarification. A damaged device, data recovery request, unauthorized employer system, or suspected financial account compromise is outside this lane. Write what remains unknown and what must be confirmed before changing anything.

Sell a defined block of appropriate work

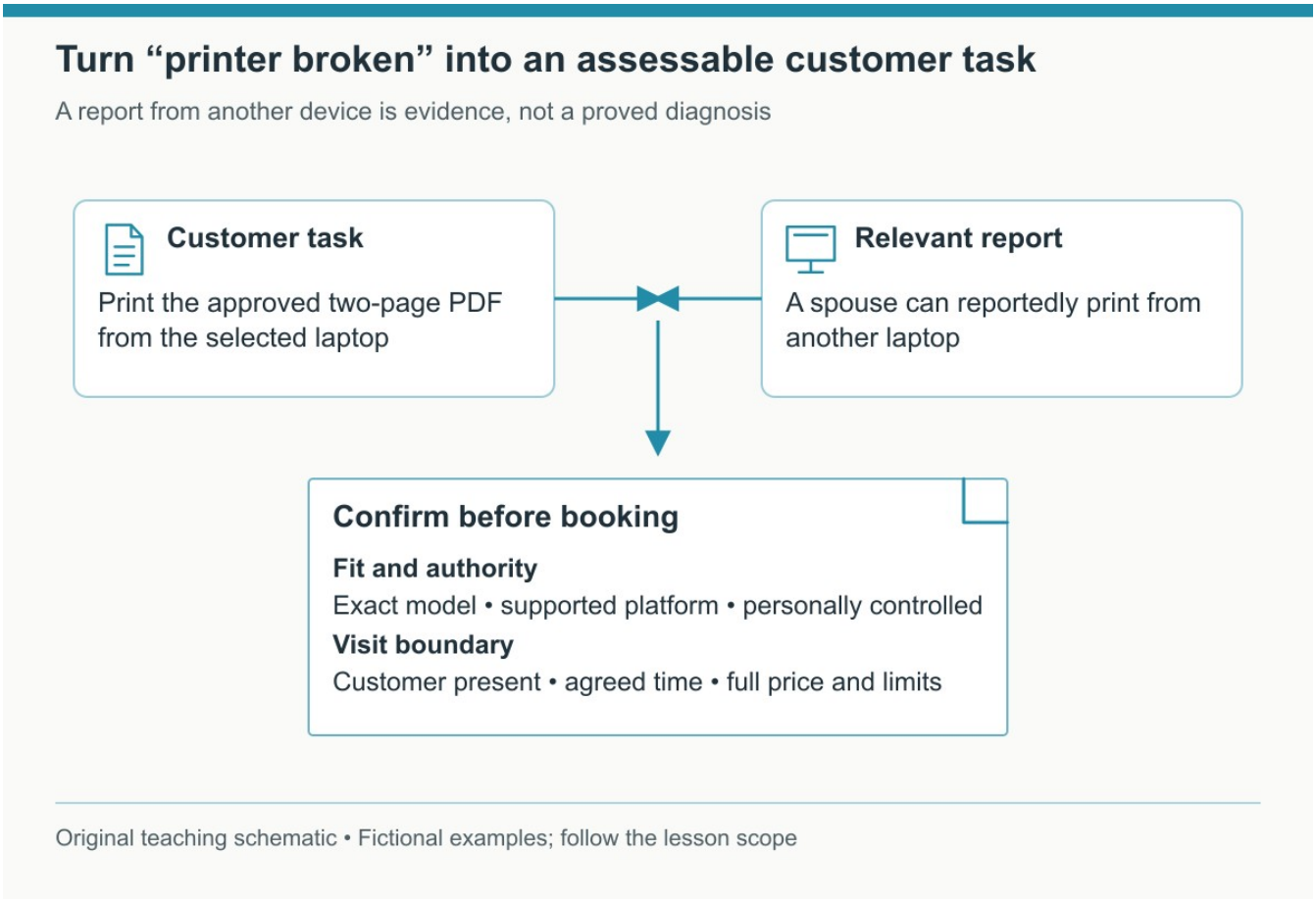
Case T's fictional agreement is $210 for one scheduled visit including up to 100 minutes onsite for the stated network/printer task, limited coaching, testing, and a written handoff. Travel within the agreed area and one up-to-20-minute follow-up about the same documented issue within seven calendar days are included. Parts, subscriptions, unrelated devices, extensive updates, and remote access are excluded. This is an invented offer, not a local market rate.

State what happens if the problem is unresolved: the agreed diagnostic/visit fee remains payable for the authorized work performed, and the customer gets evidence and next steps. State cancellation and missed-access terms clearly before booking, subject to applicable law and the actual contract. Do not add a surprise "successful repair" guarantee or use a liability waiver as permission to be careless. Clarify who can approve extra work and how a price change will be recorded.

Reserve time without promising a result

Book a start window that includes realistic travel and an end boundary. Leave a buffer before another appointment. Buffer is uncommitted capacity unless it is actually used for work; it does not automatically become billable time. Verify address, contact method, access, customer attendance, and the planned customer task the day before.

Send the scope in a form the customer can retain. Ask them to save work and have account access available without sharing secrets. Do not instruct an unprepared customer to reset the router before you arrive. A short intake can save an unsuitable trip, but remote diagnosis from one symptom is still uncertain. Keep the quote conditional on the facts disclosed and explain the onsite confirmation step.



Original intake schematic. No remote diagnosis or successful repair is inferred from one symptom.

Practice

The caller says “printer broken” but their spouse can print from another laptop. What do you record and how do you describe the visit?

Worked answer

Record that another device reportedly prints, which is useful evidence but not proof of the cause. Offer a bounded diagnosis of the affected laptop’s connection and printer setup, with testing and an unresolved outcome. Confirm the model, authority, and customer attendance before booking. Do not sell a replacement printer on this evidence.

Sources: S01, S11. Full links and limits are in the source register.

L07 Price the whole owner cycle

Find clients and agree the visit. Practice allowance 50 minutes.

Produce: A full-cost quote and a frozen accepted baseline

Use forms F09.

Build cost from the actual workflow

A 100-minute onsite allowance is not a 100-minute business commitment. Add inquiry/admin, preparation, both travel legs, access, tests, coaching, report, reset, bookkeeping, and included follow-

up. Case T totals 210 owner minutes, or 3.5 hours. At an invented $35 management value per hour, owner labor value is $122.50. This is a planning cost for your time, not payroll paid to yourself or a promise of take-home pay.

Case T adds $10 job cash costs, $1.08 consumed stock, $8 economic vehicle use, $4 reusable equipment allocation, and $9 overhead allocation. The $10 is $6 fuel and $4 parking. Vehicle use here excludes fuel, so the two are not counted twice. The $9 allocation contributes to continuing costs; it is not evidence that monthly overhead is fully covered. Obtain actual costs and realistic expected work volume for your own business.

Keep receipts and margin distinct

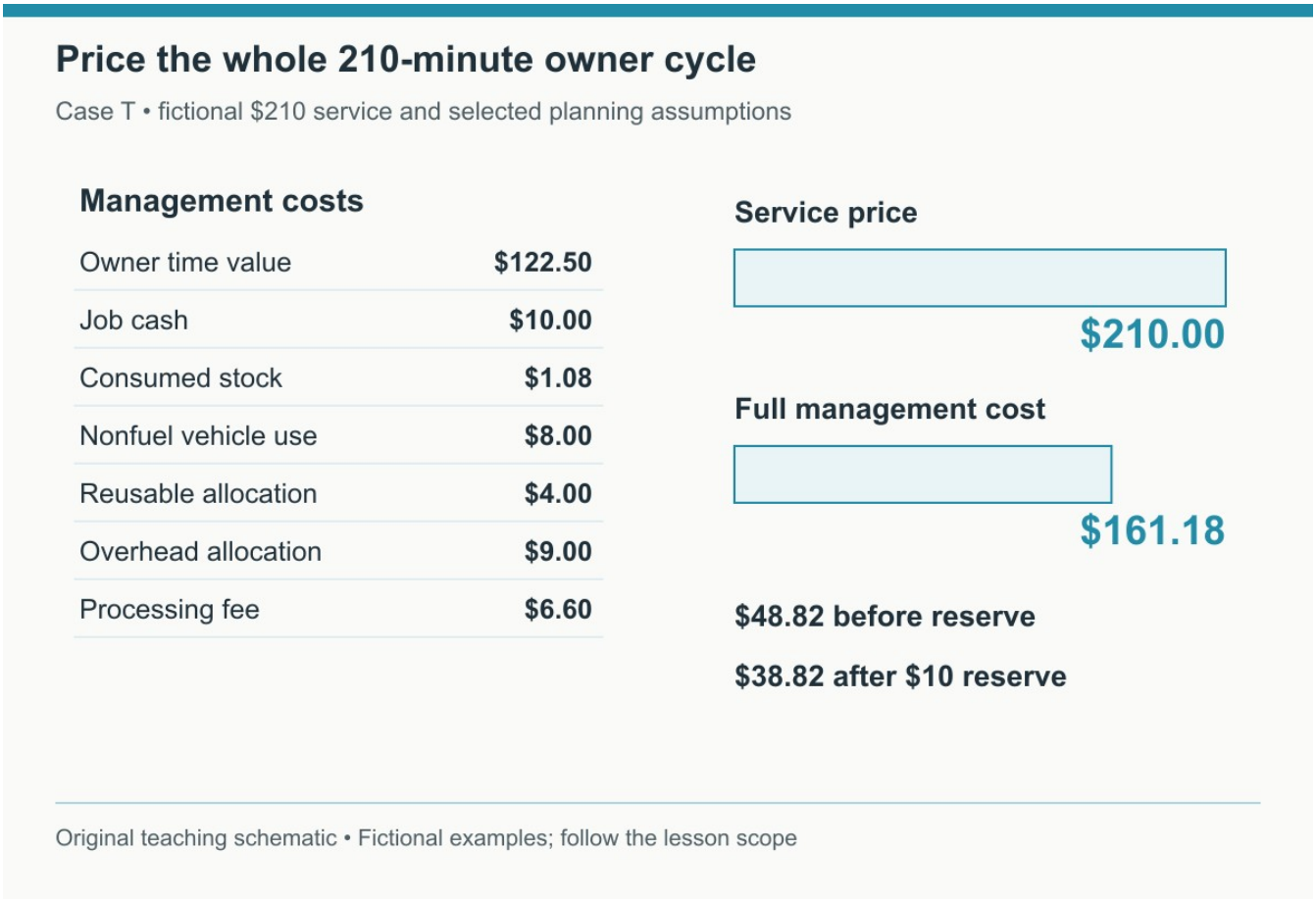
The example charges $210 before tax and uses a zero customer tax rate for the Oregon example. An invented processing assumption of 3% plus $0.30 for one payment gives $6.60. Total management cost is $161.18, leaving $48.82 before the separate $10 reserve and $38.82 after it. A reserve is held cash, not an expense or an additional purchase. Other business and personal income taxes remain outside that management remainder.

The planner calculates fees on actual gross customer receipts, with fixed fees per payment. A $105 partial payment does not erase a $210 invoice. With one assumed payment, the fee is $3.45; $105 remains receivable, while you may already have incurred all visit costs. Do not count an unpaid balance as bank cash. Confirm actual settlement fees from your provider rather than assuming your planned rate is the posted fee.

Save the accepted plan

Before the visit, date a copy of the agreed scope, price, owner minutes, and expected total cost. The Baseline area stores values rather than live links, so later changes to current inputs do not rewrite the history. Keep the original file and save a dated working copy for actuals. This is a deliberate manual snapshot; there is no automatic archive.

Test an adverse outcome before quoting. If the same visit takes 60 extra owner minutes with no authorized extra revenue, the remainder after reserve drops by $35 to $3.82. If the case also bears the separate $40 campaign cost, the remainder becomes negative. A quote that works only under an optimistic service time needs a narrower offer, a different price, lower real costs, or a decision not to accept it. A formula cannot prove that a customer will pay the resulting price.



The owner cycle is 210 minutes. Owner time and allocations are management costs, not extra bank payments or promised earnings.

Practice

You receive the full $210, but the visit consumes 270 owner minutes. Everything else is unchanged. What happened?

Worked answer

Owner value becomes $157.50, total management cost $196.18, profit before reserve $13.82, and remainder after reserve $3.82. The cash receipt remains $210; extra owner time reduces the management result without creating another cash payment. Compare to the static 210-minute baseline and investigate why time expanded.

Sources: S04, S06. Full links and limits are in the source register.

L08 Prepare the home and obtain change consent

Diagnose and coach with consent. Practice allowance 40 minutes.

Produce: A before-state record and authorized next action

Use forms F04, F10.

Start with the person and the room

Introduce yourself, confirm the agreed task and price, and ask the customer to show the problem. Ensure the work surface and walking route are safe. Ask before moving equipment or unplugging anything. Confirm that a router restart would not interrupt a medical device, security system, work call, or another household user. If safe work cannot be arranged, stop and agree the next step rather than improvising around hazards.

Record relevant before-state facts in F10: device model, supported platform, current network alias, printer connection type, visible queue status, and exact sample-task result. Use aliases rather than real passwords or unnecessary network details in learner records. Ask permission before producing a printer information sheet, since it may reveal network information. Keep that sheet with the customer or dispose of it as agreed.

Before restoring printer connectivity, ask the customer to inspect the relevant pending jobs in Settings, Bluetooth & devices, Printers & scanners, the selected printer, Open print queue. Confirm the correct queue. Restored connectivity can release old jobs, so agree which may print and whether any should be paused or canceled. Do not cancel another person's work without authority, read private documents unnecessarily, or copy private job names into the record. Case T records an empty relevant queue before the approved change.

Explain the smallest useful change

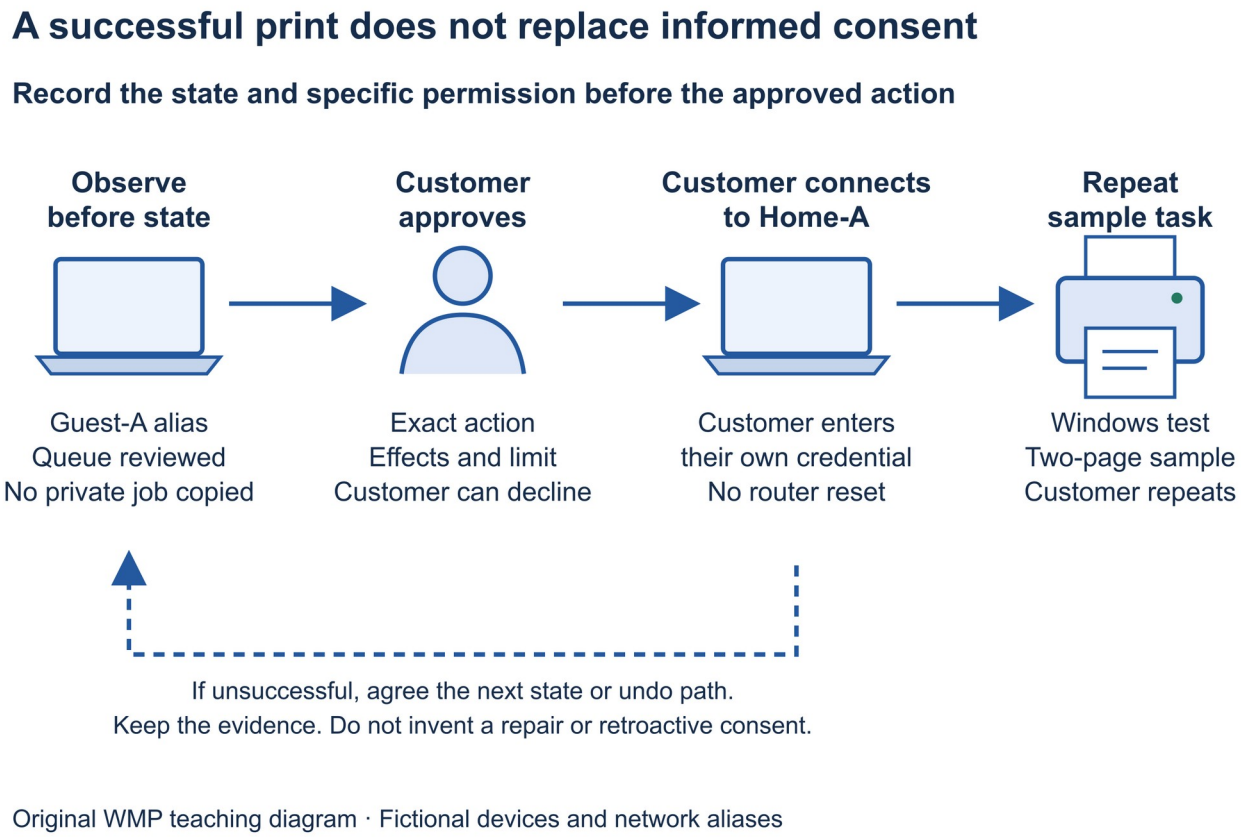
Consent is useful when it identifies the actual action. For Case T: "Your laptop is on the guest network while the printer reports the household network. With your permission, you will connect the laptop to your existing household Wi-Fi, then I will add the detected printer through Windows settings. This changes the laptop's connection and printer list. We can reconnect to the old network if needed. I will not change your router or security settings." The customer decides whether that fits their intended use.

Do not treat agreement to diagnose as permission to reset a PC, erase a queue containing other users' work, disable a firewall, change account ownership, install unattended remote access, or subscribe to software. These actions have different effects and require separate authority, competence, and scope. In this starter lane, many should be declined even if the customer agrees.

Plan for interruption

Ask the customer to save open work and finish time-critical tasks before a permitted restart or update. A backup claim needs evidence of what is backed up and whether a sample can be restored; a sync icon alone does not prove every file is protected. The worked visit does not perform recovery, migration, or a factory reset. If a proposed change carries unresolved data-loss risk, stop and refer or make a separate appropriate backup plan.

Keep a concise change log: before, approved action, after, test, and rollback/next step. Make one change at a time so the result can be understood. If the customer must leave, pause actions that require their control. End with the system in an agreed state, even when no repair is possible. A neat record of limits is more useful than a vague statement that everything was optimized.



Specific consent comes before a change; successful output does not retroactively supply permission.

Practice

The printer task is approved. The customer leaves and a pop-up asks you to enter their account recovery code. What do you do?

Worked answer

Pause and ask the customer to return and handle the prompt themselves. Do not request the code by text, save it, or use the approval for the printer task as permission for account recovery. If the prompt is unexpected, verify its origin before continuing.

Sources: S07, S08, S12, S22. Full links and limits are in the source register.

L09 Diagnose the network before changing it

Diagnose and coach with consent. Practice allowance 50 minutes.

Produce: A test sequence that separates network and printer faults

Use forms F10.

Define what each test can establish

Begin with the actual task and a simple observation. Does the laptop have power and an ordinary connection? Can it reach a known appropriate public webpage? Can another authorized household device use the same network? Is the printer powered and free of an indicated paper or supply fault?

These tests distinguish some possibilities; none proves that the whole system is secure or that the ISP never drops. Record the exact result and time.

Compare the laptop's current network with the printer's reported network, using customer-approved observation. In the fictional case, the laptop uses Guest-A while the printer uses Home-A. The customer's phone can print on Home-A. These facts support testing a network mismatch; they do not justify changing router isolation or exposing the printer to the internet. Internet browsing on a guest network can work while local printer discovery fails.

Use a controlled network selection

On the supported Windows 11 computer, the customer opens the taskbar network controls, selects Manage Wi-Fi connections, chooses their verified household network, and connects. They enter the network credential privately. Recheck the visible connection and repeat the same sample task. Leave the old network profile available unless removing it is separately authorized. This is a network choice on a customer-controlled device, not a router reset or a password-recovery procedure.

If the expected network is absent or the connection fails, stop the planned action and collect the precise result. Check whether another permitted device has the same problem. A supported Windows troubleshooter can help, but read its proposed changes with the customer before accepting them. Do not run every command from a generic article or turn off security controls simply because the first test failed.

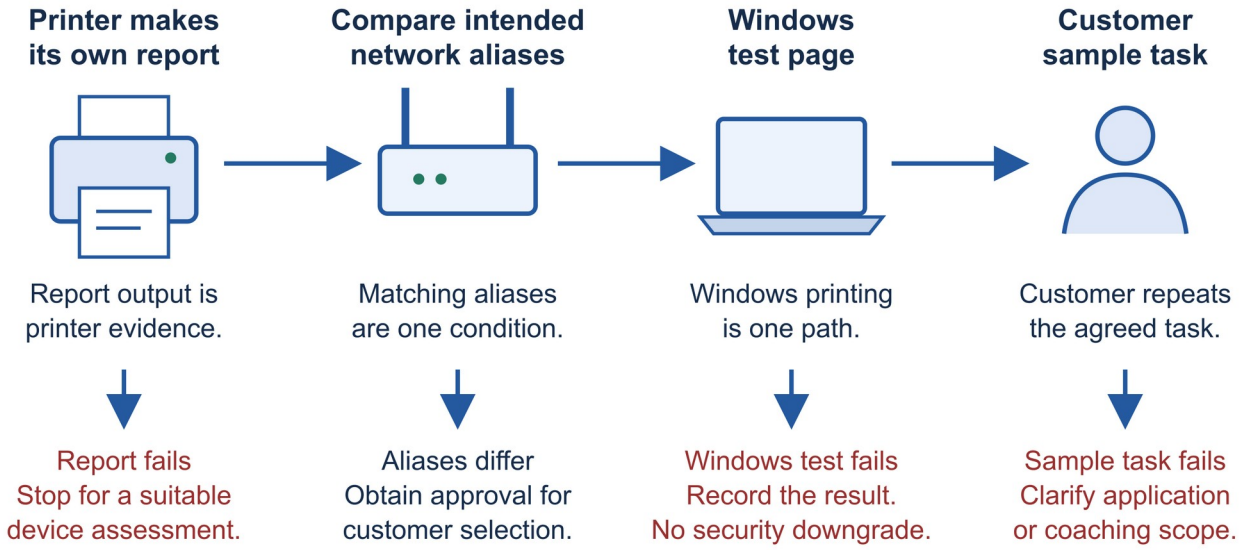
Choose a stop point

If no household device has internet, an ISP or router issue becomes a plausible branch. If the laptop reaches the internet and the printer's network matches but only one application fails, investigate the application/task rather than repeatedly reconnecting Wi-Fi. A failed ping is not conclusive because devices may not answer. A successful page load also does not prove local discovery works.

This course does not authorize router firmware changes, DHCP redesign, DNS overrides, port forwarding, factory resets, or network-wide security changes. Those can disrupt the household and exceed the starter skill boundary. Before a return visit, write the evidence the specialist or ISP will need: model, connection state, affected devices, tested task, time, and actions already tried. Remove secrets and unrelated personal content from the report.

Use discriminating tests and preserve a stop branch

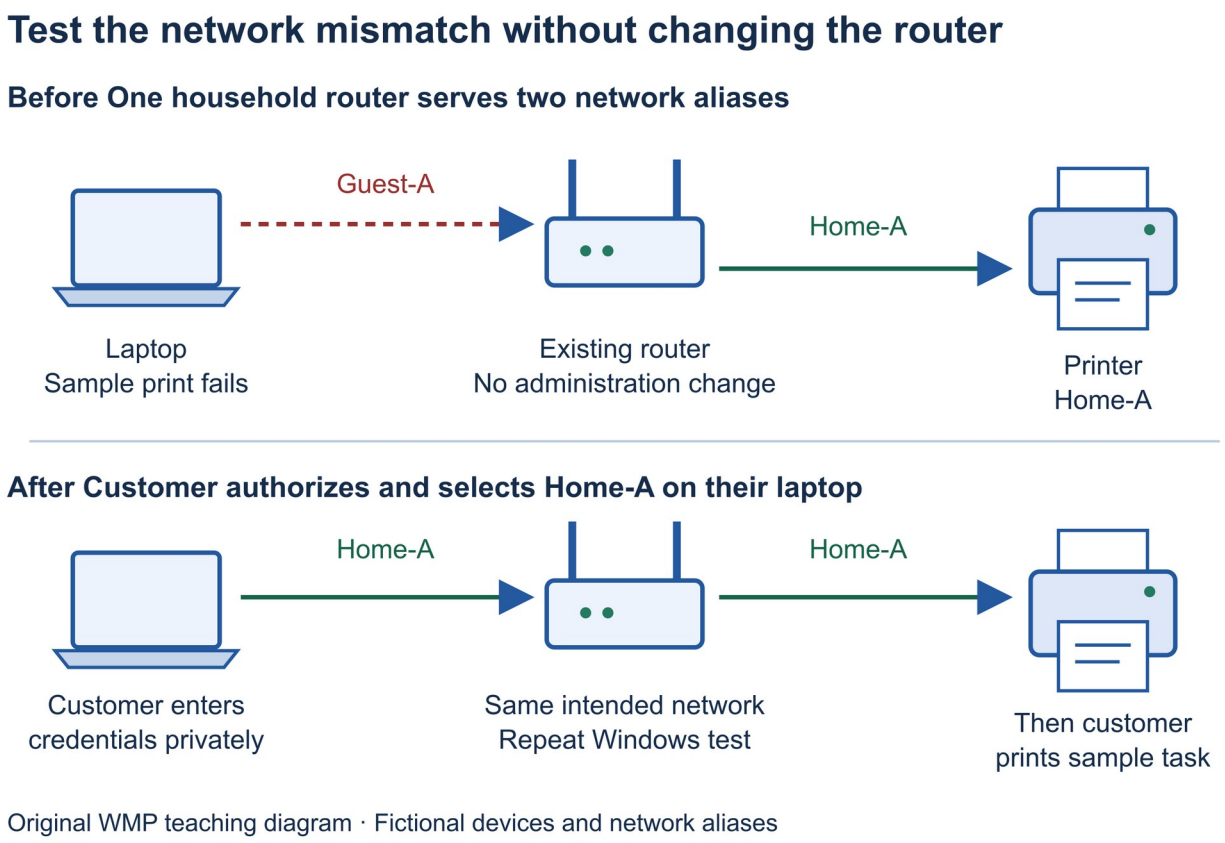
Each observation answers a smaller question than “is everything fixed”



A phone’s reported success is evidence to verify, not a diagnosis.
Pause if authority, compatibility, safe handling or the agreed time is missing.

Original WMP teaching diagram · Fictional devices and network aliases

Use observations to choose the next approved test. Stop when a branch exceeds competence or scope.



Original diagram using fictional network aliases. Same-network membership supports a test; it does not prove all printing works.

Practice

The laptop browses the web on Guest-A and the printer information sheet shows Home-A. What is the smallest test?

Worked answer

With the customer's approval and authority, have them connect the laptop to Home-A using their own credential entry, then retry the same printer discovery/task. Do not disable guest isolation or reset the router. The controlled test can support or reject the mismatch hypothesis without changing the whole network.

Sources: S11, S13, S14. Full links and limits are in the source register.

L10 Install and test the selected household printer

Diagnose and coach with consent. Practice allowance 55 minutes.

Produce: A verified printer task and a customer repeat test

Use forms F10, F11.

Match the actual device

This lesson’s device is the HP LaserJet M209dw, not every printer with a similar name. Confirm the model label and current support page. For this wireless family, the information button prints a status summary; the family manual’s configuration-report sequence is to hold the Information button for three seconds until the buttons light, then press Resume. Read the actual control panel and current manual before using it. Do not substitute a factory-reset sequence.

The report is a diagnostic aid. Paper output proves that the printer can produce that report, not that Windows can send the customer’s task. Check paper, supplies, and error indicators by the model instructions. Do not open covers around hot components, force a jam, or handle internal electrical parts in this starter service. A physical printer fault can end the visit with a referral.

Use the Windows built in path

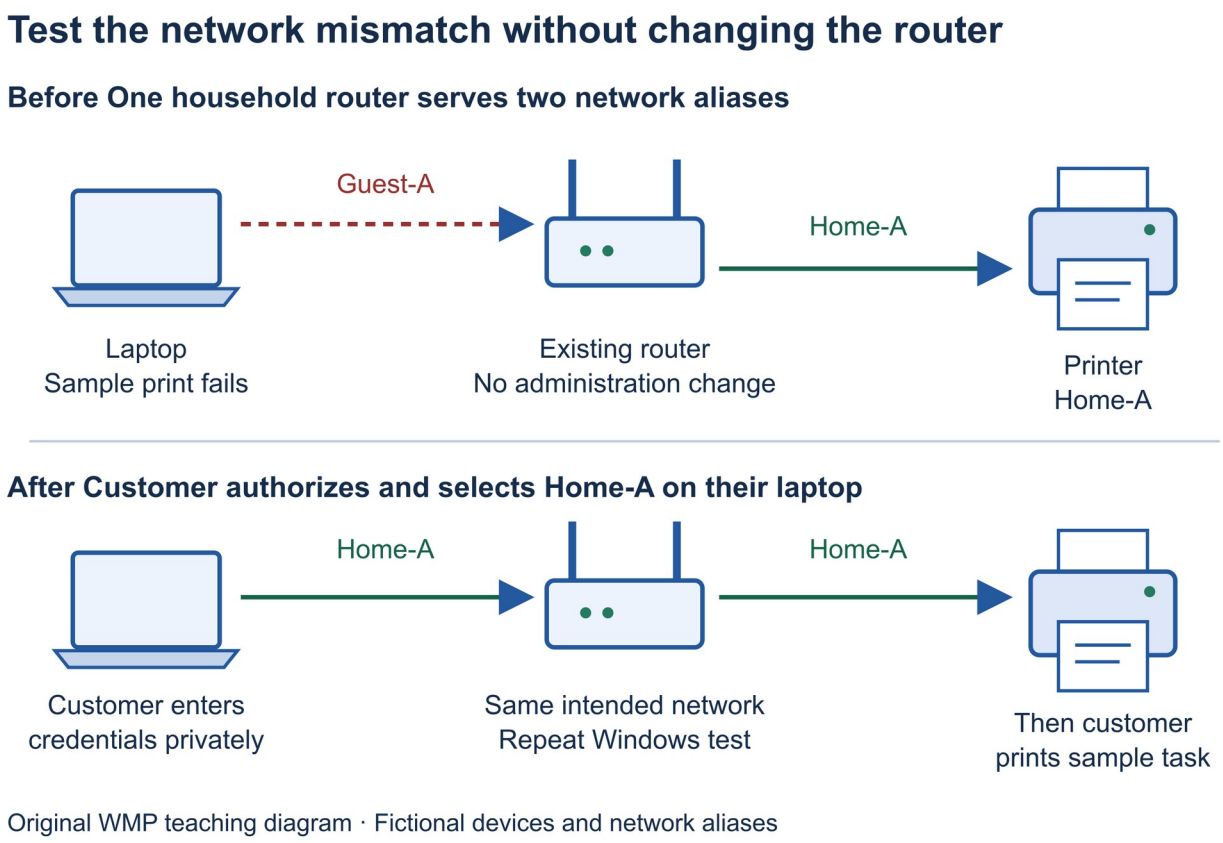
With the computer and printer on the intended network, open Settings, Bluetooth & devices, Printers & scanners. Select Add device and wait for detection. Confirm the detected identity with the customer before adding it. Avoid selecting a neighbor’s printer or a similarly named device. If it is not found, record that result and return to the approved diagnosis sequence; do not randomly install drivers or change router rules.

Architecture and print mode matter. Current Microsoft guidance identifies installer issues on some ARM PCs, and Windows protected print mode has its own compatible-device rules. The case uses an x64 PC and records that protected print mode is not enabled. It does not instruct the learner to turn the feature off. If the actual setup differs, use the current vendor path and do not downgrade a security feature merely to fit this example.

Test the customer task as well as Windows

For the supported Windows path, open the selected printer’s Printer properties and use the General tab’s test-page control. Then have the customer open an approved, nonprivate two-page sample PDF, choose the intended printer and page range, and print. Inspect the output together for page count, readability, and requested orientation. Use a known sample to avoid exposing medical, financial, or other private information.

A test page alone is insufficient if the customer needs to print from a specific application. Ask the customer to repeat the sample task without prompts. If Windows prints but their application fails, record that distinction and agree whether application work is included. Do not claim scanning was tested: the M209dw is a print device and this case includes no scanner. Leave one clearly identified printer entry and disclose any old entry left in place; removing it needs agreement.



Original diagram using fictional network aliases. Same-network membership supports a test; it does not prove all printing works.

Practice

The Windows test page prints, but the customer prints to an old “Copy 1” entry and gets no output. Has the task passed?

Worked answer

No. The customer task has not passed. Identify the correct printer entry with the customer, test the same sample from the application, and have them repeat the selection. Remove or rename an old entry only with approval and a recorded effect. Acceptance should describe the demonstrated result, not only the technician’s test.

Sources: S01, S02, S03, S15, S21. Full links and limits are in the source register.

L11 Deliver useful setup and coaching within scope

Diagnose and coach with consent. Practice allowance 40 minutes.

Produce: A customer-owned quick guide and a separate setup decision

Use forms F11, F12.

Overview boundary before any broader setup promise

This lesson introduces coaching questions and referral boundaries. It does not teach a complete general repair, backup implementation, restore, migration or data recovery procedure and does not establish competence to sell those services. The demonstrated starter result remains the supported Windows 11/home-network/HP LaserJet M209dw printing task in L09–L10. Any broader offer needs its own exact current procedure, permitted practice, risk assessment, scope and customer test before sale.

Coach the task the customer chose

Ask the customer to do the next repetition while you observe. Give one instruction at a time and use the names they see on their screen. For the case, the customer opens the sample PDF, selects the named printer, checks pages, and confirms output. Ask them to explain what they would check first if printing stopped. A customer who can repeat the task has stronger evidence than one who watched a fast demonstration.

Leave a short guide with their chosen device alias, where to select it, how to check the network alias, and when to call for help. Do not put a password in that guide or tape credentials to a printer. Ask permission before changing text size or accessibility preferences. If the person wants to practice slowly, plan that time explicitly instead of rushing through more settings.

Keep a separate setup lane

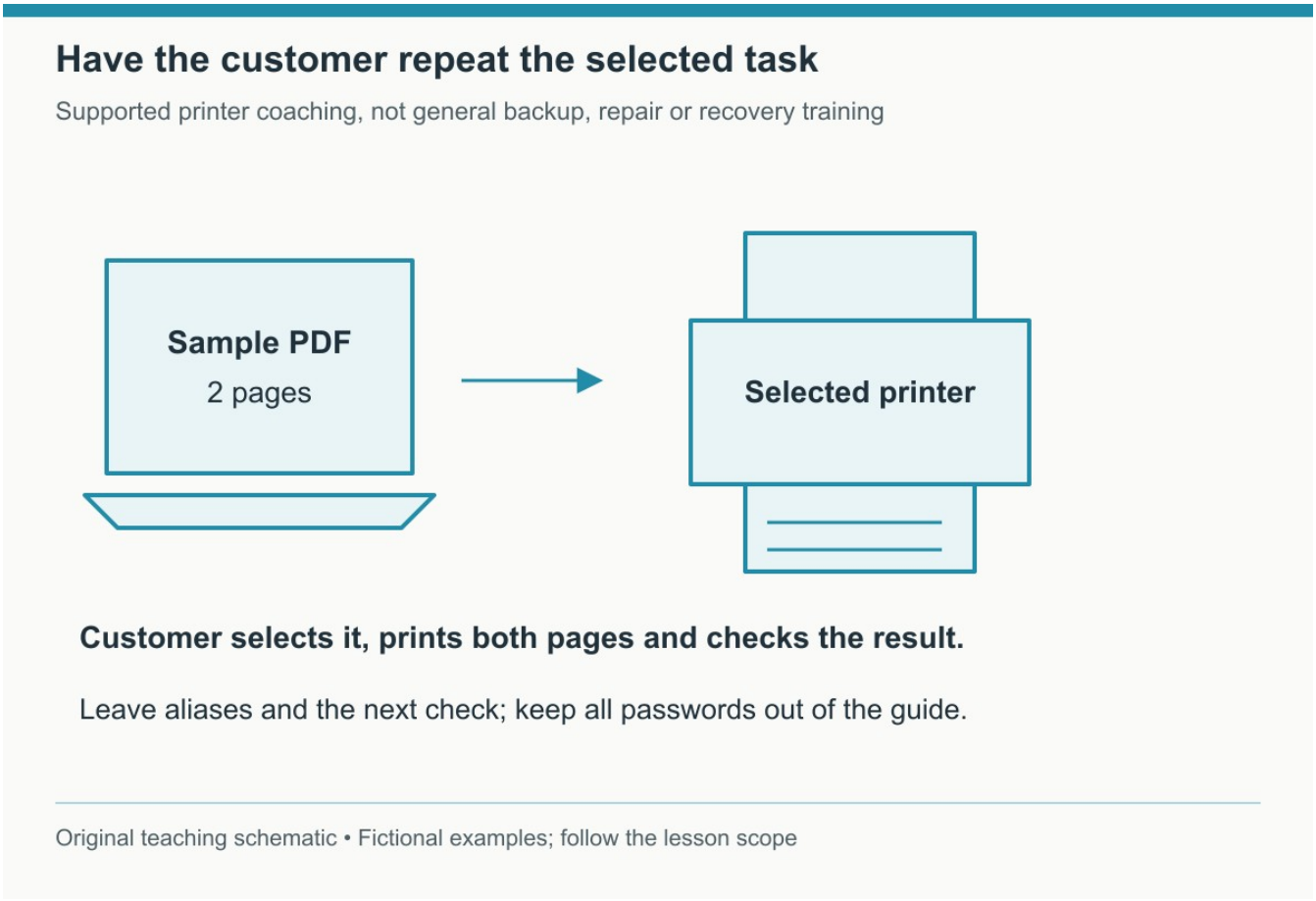
A basic setup request can include connecting a supported personal PC to an existing network, reviewing update status, and agreeing a backup plan. Record what the customer wants before selecting cloud services or syncing folders. In Windows 11, update controls are under Settings and Windows Update. Read the pending action, available time, power, storage, and restart requirements. Do not launch a large update at the end of a short printer appointment or assume there is no risk.

For backup coaching, identify the actual folders and the customer’s chosen destination. Have the customer inspect a nonprivate sample and, in an appropriate separately agreed exercise, demonstrate access to a backup copy. Windows Backup is oriented toward personal Microsoft accounts; it is not evidence that every application, file, account, or full system image is recoverable. Recovery keys stay under customer control. This course provides no recovery guarantee or full migration procedure.

Use a time boundary that the customer understands

Case T includes printer-related coaching within its 100-minute onsite block and up to 20 minutes of same-issue follow-up within seven days. Additional unrelated setup is new scope. If the customer requests 30 minutes of photo-organization coaching, explain the task, data exposure, and separate price before beginning. A sample change is $45 for an additional 30 minutes onsite plus 15 minutes of admin/preparation, subject to suitability and schedule.

At a $35 owner value, that 45-minute change uses $26.25 of time. With an invented separate-payment fee of $1.65, it adds $17.10 before any other extra cost or reserve. It is not simply “$45 for half an hour.” If the next appointment cannot tolerate the extension, schedule it separately or decline. Good coaching includes a clear ending and a guide the customer can use.



This is a conceptual task illustration, not an actual HP/Windows interface, a tested device or broader repair/backup competence.

Practice

The customer asks you to turn on cloud backup for all folders using your own account because they forgot theirs. What is your response?

Worked answer

Do not use your account. Explain ownership, storage, privacy, and access consequences. Help the customer identify an appropriate account/support path within your competence or schedule a separate authorized setup task. A printer visit does not authorize transferring their data to your cloud storage.

Sources: S12, S16, S17. Full links and limits are in the source register.

L12 Handle an unresolved fault or a paid change

Close the job and prepare to launch. Practice allowance 40 minutes.

Produce: An evidence-based stop or change record

Use forms F12, F13.

Stop when the evidence reaches your limit

An unresolved outcome is part of the service design. Stop for a damaged device, unsupported system, unauthorized management boundary, suspected compromise, or a procedure you cannot competently

reverse. Also stop when the agreed time is consumed. Explain what you observed, what you tried, what changed, what remains unknown, and which next step is appropriate. Do not blame the customer or invent a diagnosis to make the visit sound successful.

Unresolved Case T alternative: the laptop joins Home-A, but printer discovery and the customer task still fail. The printer can produce its own report and the customer's phone can print. Record those facts. An endpoint or application issue is possible; it is not proved. End after the authorized 100 onsite minutes with the laptop in an agreed state, no security downgrades, no hidden remote tool, and a written vendor/specialist referral. The agreed $210 diagnostic/visit fee is unchanged under the disclosed terms, subject to applicable rights.

Price and authorize an extension before doing it

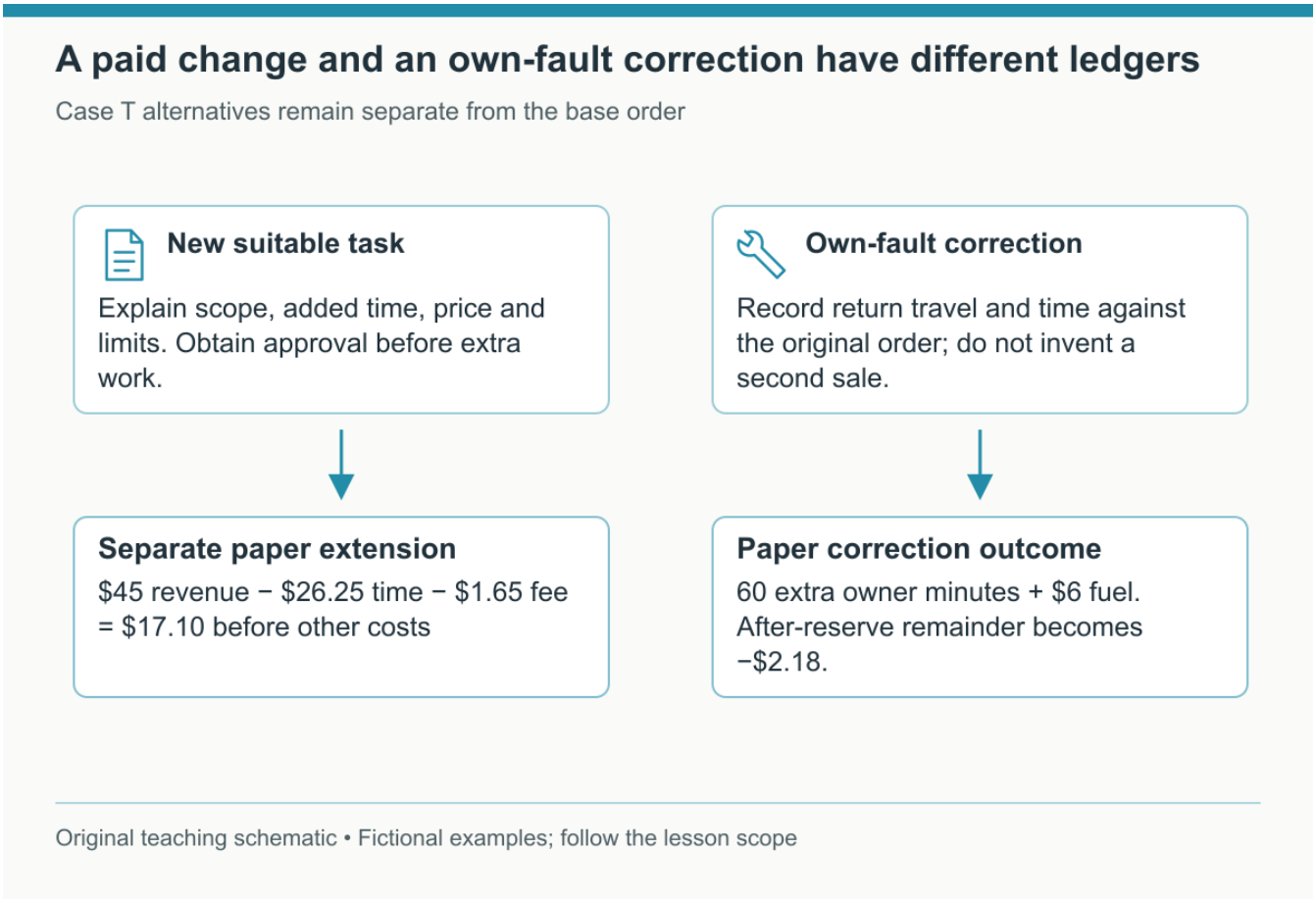
A change record identifies the new task, why it differs, affected devices/data, added time and price, expected result/limits, and approval. The customer may decline without losing the original handoff. For the photo-coaching example, the $45 change covers 30 extra onsite minutes and 15 other owner minutes. A new invoice/payment is used in the illustrative arithmetic. If collected with the original payment instead, the fixed-fee count changes and the model should reflect that.

Do not turn your own avoidable mistake into a paid change. If you selected the wrong printer and must return to correct your work, record the correction as part of the original order history unless a legally valid contract says otherwise. The same invoice and original payment remain; extra travel, labor, and costs reduce your result. A warranty-style revisit is not a second successful sale.

Escalate without exposing the customer

Ask permission before sharing a minimum technical summary with a vendor or specialist. The customer initiates sensitive account or warranty interactions directly when possible. Keep passwords, recovery codes, payment details, and personal files out of the referral. If a suspected scam or financial account issue is discovered, stop the ordinary setup work and direct the customer to verified official support appropriate to the incident.

Never install persistent remote access "just in case" without a separate legitimate service, clear informed consent, security controls, and the competence to maintain it. This starter offer excludes remote access. If a customer phones later, begin by confirming who they are and what issue they mean. You do not need their password to decide whether a new paid appointment or a vendor referral is appropriate.



These are alternative teaching histories, not combined base revenue or a universal customer-remedy rule.

Practice

A printer works at departure, but your recorded setting choice was wrong and causes a return visit with 60 extra owner minutes and $6 fuel. Can you book it as another $210 sale?

Worked answer

Record it as an own-fault correction to the original order, with no invented new revenue. At unchanged other inputs, the extra $35 time value and $6 cash reduce the original $38.82 remainder after reserve to negative $2.18. Record actual costs and agreed customer remedies, and investigate the acceptance test that missed the fault.

Sources: S07, S08. Full links and limits are in the source register.

L13 Obtain acceptance and reconcile payment

Close the job and prepare to launch. Practice allowance 40 minutes.

Produce: A customer demonstration, invoice and handoff

Use forms F11, F13.

Make acceptance observable

Restate the task and invite the customer to demonstrate it. For the worked visit, they print a two-page sample PDF from the correct printer entry and explain the network check. Record page count,

application, printer alias, result, and any limitation. Do not write “everything works” when you tested one print path. Obtain acknowledgment of the demonstrated result and the unresolved or untested items.

Summarize the actual change: laptop joined the intended household network and the selected printer was added through Windows. State that no router configuration, account ownership, security feature, or firmware was changed. Return printer reports and customer property, remove temporary sample files only with agreement, and leave no customer credentials on your device. Confirm that the PC is in a state the customer understands before packing up.

Issue a clear invoice

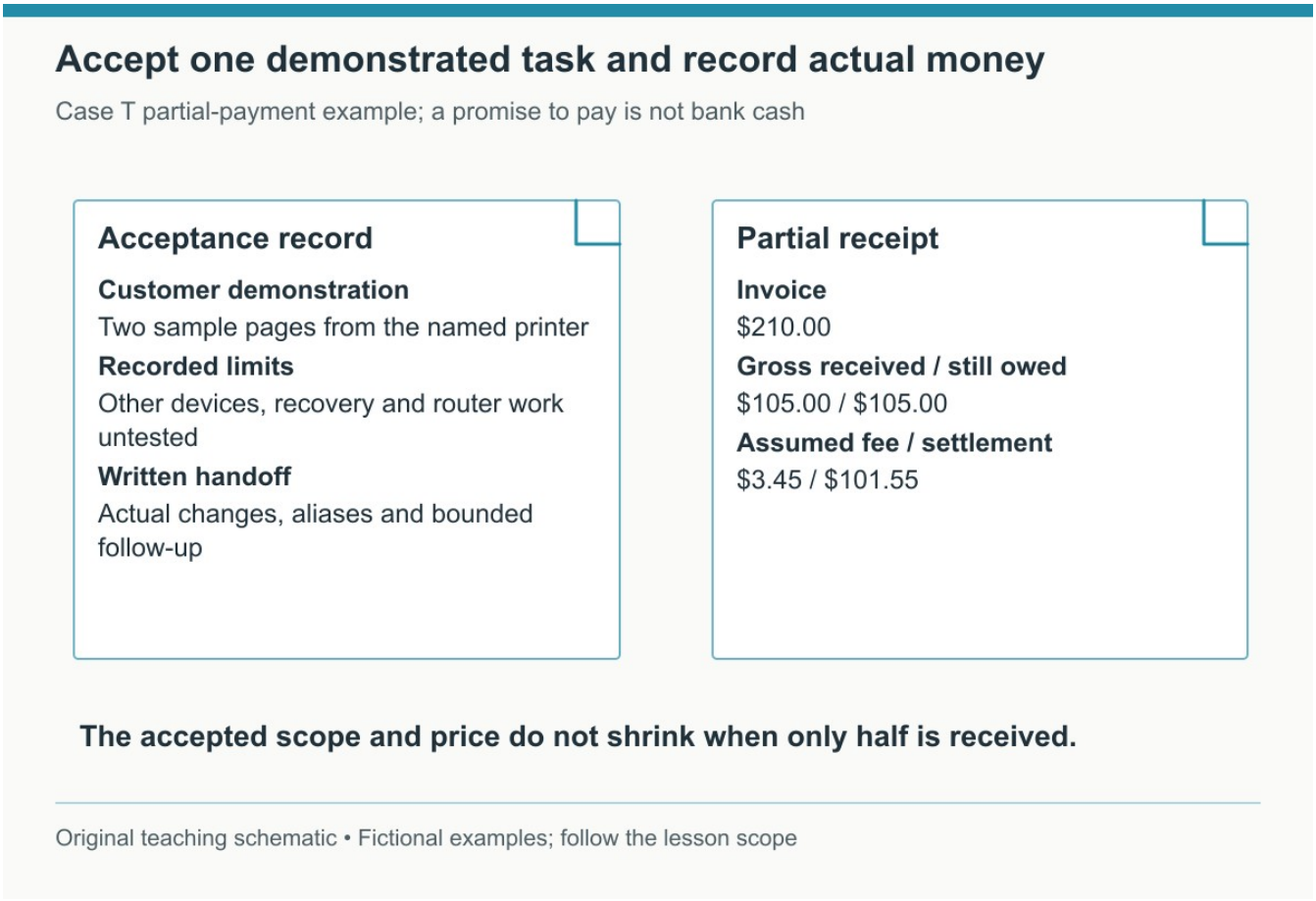
The fictional invoice lists the $210 agreed visit, $0 Oregon general sales tax in the example, and $210 total. State the scope, visit date, payment terms, and any approved changes or credits. Keep a record of the actual gross amount received, payment count, settlement fee, deposit, and remaining balance. A promise to pay is a receivable; it is not cash. If using a processor, use the actual settlement record and explain any refund rules lawfully.

For the teaching assumptions, a full $210 payment incurs $6.60 and settles $203.40. The original processing fee is assumed retained on a refund. A $52.50 gross refund reduces service revenue to $157.50 at the zero tax rate but does not undo work already performed. With all costs unchanged, the management result before reserve becomes negative $3.68 and after reserve negative $13.68. Cash and revenue have different histories; record both.

Make follow up bounded and useful

Leave the quick guide, tested result, exclusions, unresolved items, and the seven-day/up-to-20-minute same-issue follow-up rule. Tell the customer how to reach you and what information to provide without secrets. A new device, new network, unrelated application, or additional coaching may be new scope. An issue arising from your own work still needs an appropriate correction policy and applicable consumer rights.

Ask for feedback about the actual visit without prescribing a positive review. Do not offer a reward conditioned on a favorable review or use a fictional example as a testimonial. Keep marketing permission separate from service acceptance. A satisfied customer may choose to refer someone; do not copy their contact list or send messages on their behalf.



All figures and outcomes are fictional. Acceptance covers only the selected tested task, and actual processor rules must replace the assumption.

Practice

Only $105 is received against the $210 invoice. The customer says the rest will arrive tomorrow. What do the records show?

Worked answer

The invoice remains $210, gross cash received is $105, and the outstanding receivable is $105. At the assumed one-payment fee, $3.45 is retained and $101.55 settles. Do not record $210 in bank cash. When the second receipt arrives, record its actual fee and reduce the balance. The accepted price baseline stays unchanged.

Sources: S06, S08, S18. Full links and limits are in the source register.

L14 Compare actuals and rehearse a complete first visit

Close the job and prepare to launch. Practice allowance 55 minutes.

Produce: A full readiness decision backed by your own records

Use forms F14.

Close the business record

Record the actual full cycle, not just the appointment clock. Case T uses 15 minutes of inquiry/admin, 20 preparation, 20 outbound travel, 10 access/consent, 20 assessment, 15 network work, 20 printer work, 20 customer testing/coaching, 15 handoff/payment, 20 return travel, 15 reset/records, and 20 follow-up allowance actually used in the fictional history. This totals 210 minutes. A real unused allowance remains capacity, not labor; record actual use separately.

Match purchases and consumption. The case buys one $8 ream with 500 sheets and one $10 pack of ten cloths. Five sheets and one cloth cost $1.08 at full-precision unit costs, leaving $16.92 of stock cost. The $18 leaves bank cash once; consumption belongs in the management result. The $180 reusable purchase leaves cash once and is allocated at $4 per modeled visit. Do not subtract either purchase again when paying yourself.

Use the result to change a decision

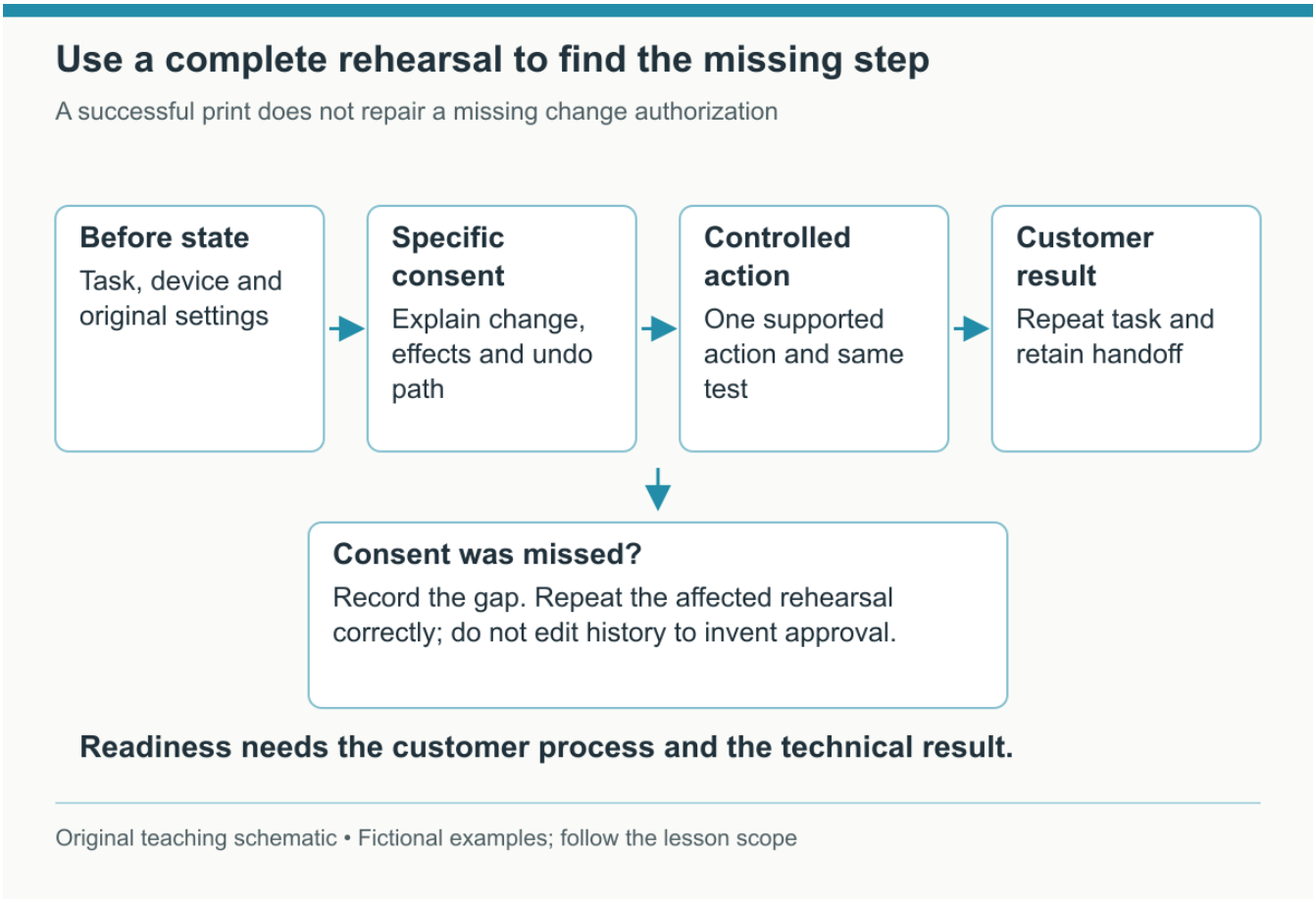
The $48.82 result before reserve and $38.82 after reserve describe one invented order under selected assumptions. They are not a weekly earnings forecast. Compare actual time by stage with the accepted baseline. If coaching expanded, revise included coaching or book a suitable separate session. If travel dominated, narrow the service area. If most inquiries were unsuitable, revise the offer and channels. Recheck actual continuing overhead and taxes before deciding how much cash can be drawn.

The example starts with $900 business cash, pays $18 stock, $180 kit, and $10 job cash, then receives $203.40 settlement. Closing bank is $895.40, of which $10 is designated reserve, leaving $885.40 free before any other obligations/cushion. This bank amount is not profit: it contains opening capital and unused inventory/equipment value was acquired. The planner separately shows reserves, taxes, owner draws, and cash needs.

Rehearse before taking a paid appointment

Complete one permitted rehearsal on supported equipment with sample data and an observer who can ask questions. Use the blank forms, preserve the accepted plan, gather before-state evidence, obtain specific change consent, perform one controlled action, and ask the user to demonstrate the task. Include an intentional stop branch: unsupported device, absent authority, or unresolved fault. The exercise passes only when you can explain why you stopped and leave a useful report.

Finish F14 with evidence for each readiness criterion, not a confidence score. Missing permission, untested skill, uncovered risk, absent customer willingness, or a negative viable price can each justify waiting. A completed course is learning evidence, not a professional credential or a license. Launch only the bounded service you can demonstrate, fund, and lawfully deliver. Review the official sources and actual model instructions again when the work changes.



Original readiness diagram. A printed page is not proof of permission, general technical qualification or readiness for independent client work.

Practice

Your rehearsal prints successfully, but you forgot to obtain approval before changing the laptop's network. Is the service ready?

Worked answer

No. Technical output alone is insufficient. Repeat the relevant rehearsal with a before-state record and specific consent before making the change. Preserve the finding in F14. Do not edit the old record to imply permission was obtained. Readiness requires technical work and a competent customer process.

Sources: S04, S06, S08. Full links and limits are in the source register.

One complete readiness decision

- Demonstrate the supported printer/network task on permitted equipment and explain a safe stop branch.
- Show actual local registration/classification questions resolved for your service and location.
- Record actual applicable coverage and remaining exclusions.
- Preserve customer authority and specific consent before each consequential action.
- Produce a full-cycle quote that works under measured time and an adverse scenario.
- Show actual willingness for the same bounded offer; no invented bookings.
- Reconcile stock purchases/consumption, invoice/receipts, fees, reserves and free cash.
- Have the customer repeat the agreed task and retain a clear limited handoff.

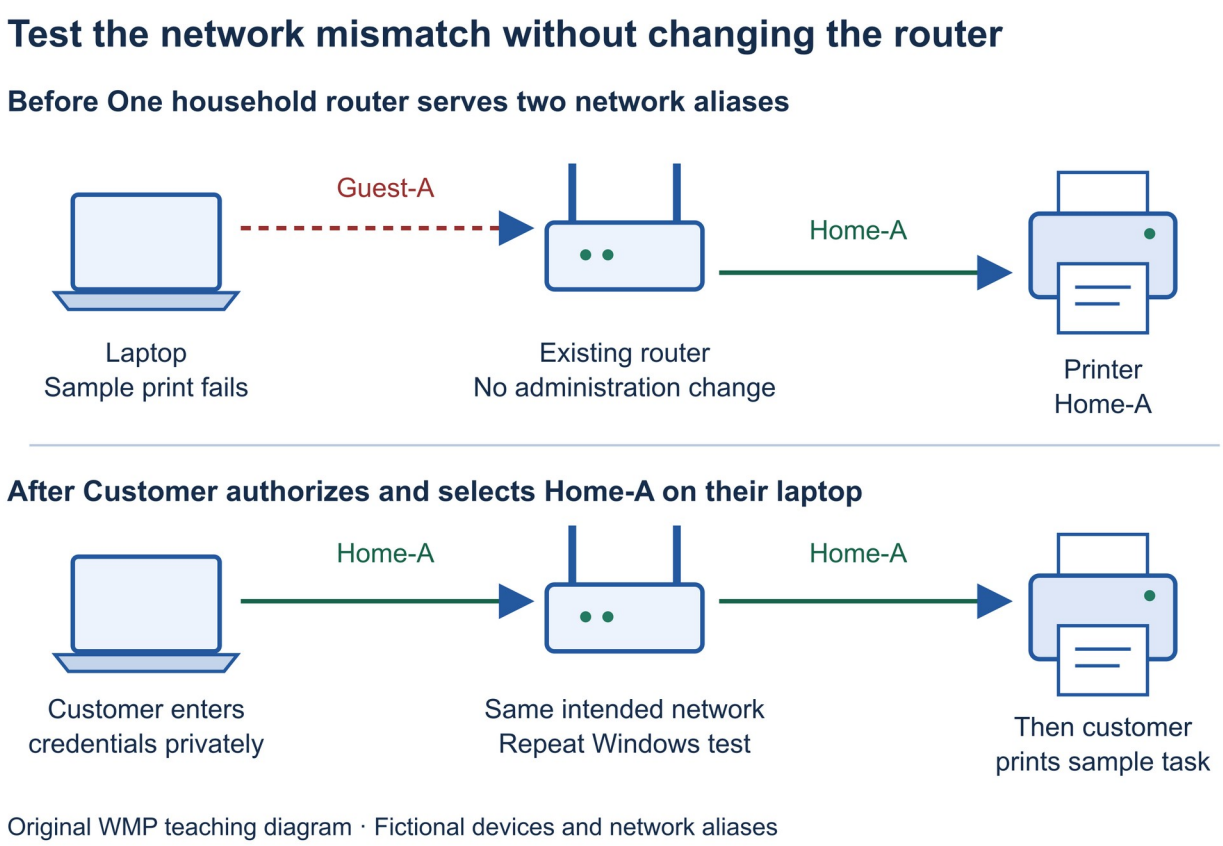
Original visual reference

Customer controlled coaching



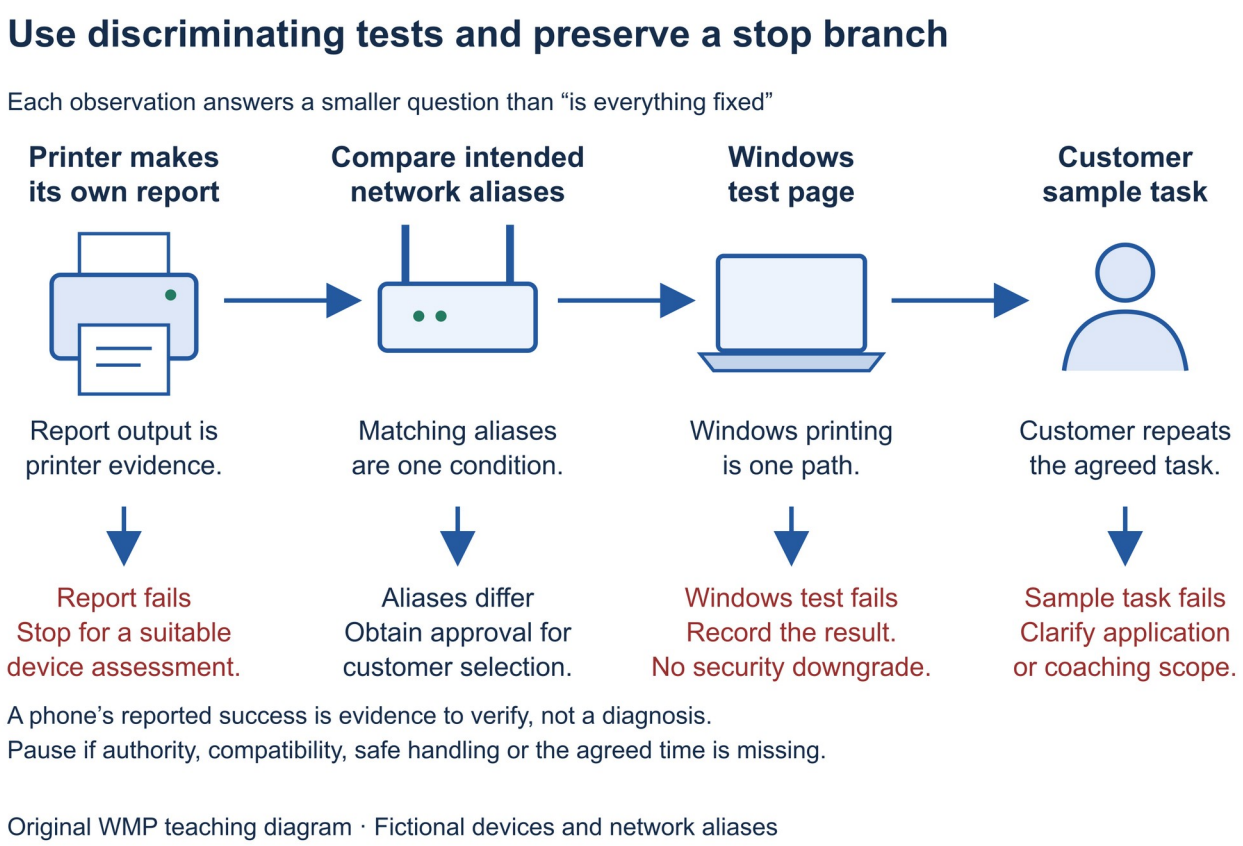
Original AI-generated teaching scene. No real customer, device-model accuracy, diagnosis or credential evidence is implied.

Two networks and one printer



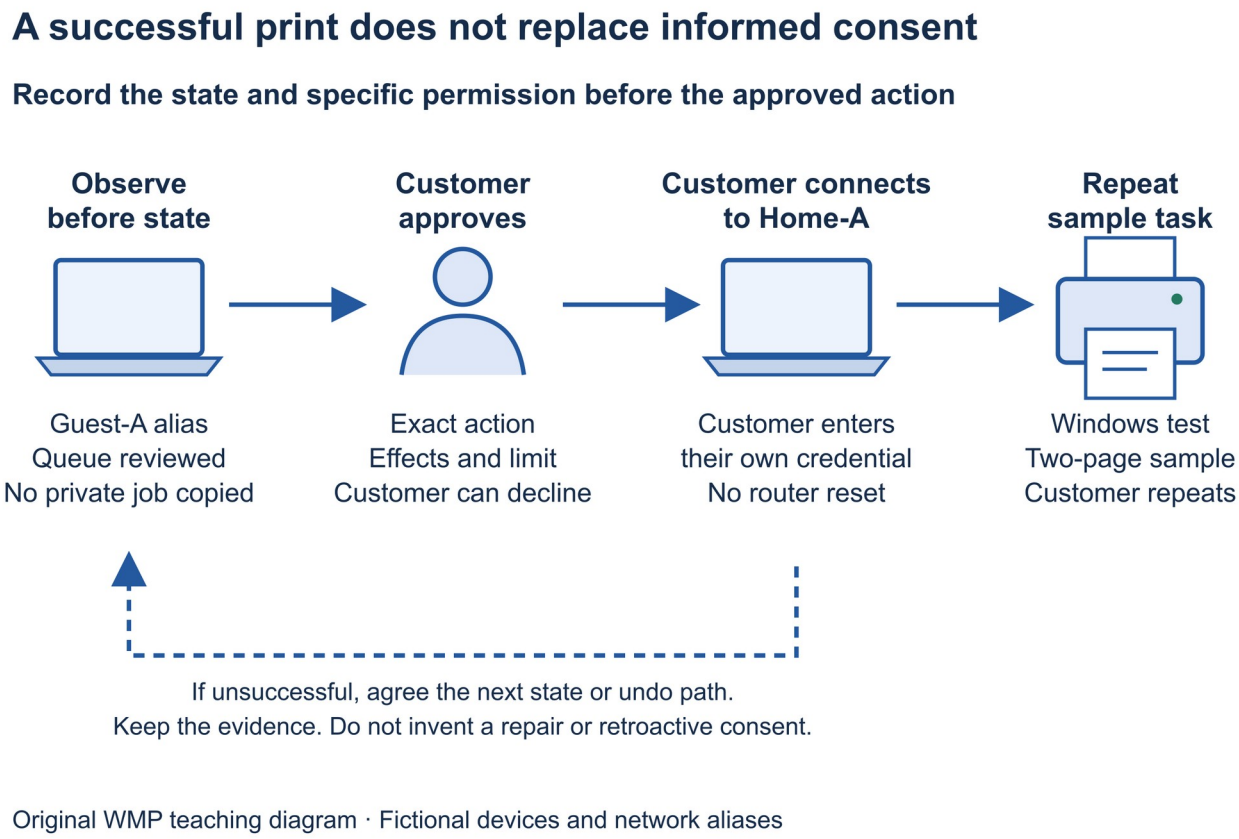
Original diagram using fictional network aliases. Same-network membership supports a test; it does not prove all printing works.

Find the smallest discriminating test



Use observations to choose the next approved test. Stop when a branch exceeds competence or scope.

A change that can be explained



Specific consent comes before a change; successful output does not retroactively supply permission.

Source register

These sources support the identified product, platform and jurisdiction only. Recheck changing rules and exact model instructions before work. Case evidence and illustrations are original fictional teaching material, not field validation.

S01 Add or install a printer in Windows

Microsoft. Checked 2026-11-20. Windows 11 built-in printer path, same-network condition, architecture caveat.

Recheck the exact current platform model and location. No endorsement, field validation or universal result is implied.

https://support.microsoft.com/en-us/windows/hardware/printer/add-or-install-a-printer-in-windows

S02 HP LaserJet M209dw setup and user guides

HP. Checked 2026-11-20. Exact model support and current guide index.

Current app names may differ from older family manual; case does not install HP app.

https://support.hp.com/us-en/product/setup-user-guides/model/30836593

S03 HP LaserJet M207 to M212 User Guide

HP. Checked 2026-11-20. Information/configuration reports and separate device/network observations.

Family guide includes different variants. Use M209dw wireless controls only. No copied figures.

https://h10032.www1.hp.com/ctg/Manual/c06977277.pdf

S04 Market research and competitive analysis

US Small Business Administration. Checked 2026-11-20. Local demand and comparable-offer research framework.

Does not validate invented local prices interest or bookings.

https://www.sba.gov/business-guide/plan-your-business/market-research-competitive-analysis

S05 Business Tax Filing and Payment Information

City of Portland Revenue Division. Checked 2026-11-20. Registration within 60 days; local business taxes differ from regulatory permission.

Actual entity receipts location tax year and filing obligations need current review.

https://www.portland.gov/revenue/business-tax

S06 Sales Tax in Oregon

Oregon Department of Revenue. Checked 2026-11-20. No Oregon general sales/use transaction tax.

Not a statement that all business taxes are zero or other-state transactions exempt.

https://www.oregon.gov/dor/programs/businesses/pages/sales-tax.aspx

S07 Tech Support Scams

Federal Trade Commission. Checked 2026-11-20. Avoid credential collection and deceptive unsolicited remote-access conduct.

No security assurance or incident-response qualification conferred.

https://consumer.ftc.gov/features/pass-it-on/impersonator-scams/tech-support-scams

S08 Protecting Personal Information A Guide for Business

Federal Trade Commission. Checked 2026-11-20. Minimize necessary information, protect records, dispose appropriately and plan response.

Actual legal duties depend on applicable rules and incident facts.

https://www.ftc.gov/business-guidance/resources/protecting-personal-information-guide-business-0

S09 HP current product support

HP. Checked 2026-11-20. Model-specific support reference and no generic installer assumption.

Recheck the exact current platform model and location. No endorsement, field validation or universal result is implied.

https://support.hp.com/us-en/product/details/hp-laserjet-m207-m212-printer-series/model/30836593

S11 Fix printer connection and printing problems in Windows

Microsoft. Checked 2026-11-20. Printer/network fault branches and need for relevant tests.

Only narrow safe checks used; destructive/reset actions excluded.

https://support.microsoft.com/en-us/windows/hardware/printer/fix-printer-connection-and-printing-problems-in-windows

S12 Back up and restore with Windows Backup

Microsoft. Checked 2026-11-20. Personal-account focus and backup scope limits.

No full backup recovery or migration guarantee; case performs none.

https://support.microsoft.com/en-us/windows/experience/backup-recovery/back-up-and-restore-with-windows-backup

S13 Connect to a Wi Fi network in Windows

Microsoft. Checked 2026-11-20. Customer-controlled Windows 11 network selection path.

Recheck the exact current platform model and location. No endorsement, field validation or universal result is implied.

https://support.microsoft.com/en-us/windows/experience/connectivity-networking/connect-to-a-wi-fi-network-in-windows

S14 Essential Network Settings and Tasks in Windows

Microsoft. Checked 2026-11-20. Observe network state through Windows settings.

No router administration command sequence taught.

https://support.microsoft.com/en-us/windows/experience/connectivity-networking/essential-network-settings-and-tasks-in-windows

S15 Fix printing problems in Word Excel or other apps

Microsoft. Checked 2026-11-20. Windows 11 test-page control distinguishes system printing from an application task.

Recheck the exact current platform model and location. No endorsement, field validation or universal result is implied.

https://support.microsoft.com/en-gb/windows/hardware/printer/fix-printing-problems-in-word-excel-or-other-apps?nochrome=true

S16 Install Windows Updates

Microsoft. Checked 2026-11-20. Current update controls and restart planning.

Course targets supported Windows 11, no Windows 10 security support promise.

https://support.microsoft.com/en-us/windows/deployment/updates-lifecycle/install-windows-updates

S17 Back Up Your BitLocker Recovery Key

Microsoft. Checked 2026-11-20. Recovery key belongs under customer control.

Course does not perform encryption changes or recovery.

https://support.microsoft.com/en-us/windows/security/encryption/back-up-your-bitlocker-recovery-key

S18 Prohibited and restricted content

Google Maps User Generated Content Policy. Checked 2026-11-20. Genuine reviews; no invented testimonials or incentivized favorable reviews.

Recheck the exact current platform model and location. No endorsement, field validation or universal result is implied.

https://support.google.com/contributionpolicy/answer/7400114

S19 Windows protected print mode

Microsoft Learn. Checked 2026-11-20. Print-mode compatibility needs separate current review.

Case observes mode off; does not advise disabling it.

https://learn.microsoft.com/en-us/windows/modern-print/windows-protected-print-mode/windows-protected-print-mode

S20 Protecting Personal Information A Business Guide

Oregon Division of Financial Regulation. Checked 2026-11-20. Oregon information safeguards and incident duties require current review.

Not legal advice or a complete incident procedure.

https://dfr.oregon.gov/business/Documents/4117.pdf

S21 Supported versions of Windows client

Microsoft Learn. Checked 2026-11-20. Current table lists Windows 11 25H2 build family 26200 and Home/Pro update support through 2027-10-12.

A supported release is not proof of the actual installed patch, device compatibility or security. Record and verify the real system; fictional case does not simulate an exact patch revision.

https://learn.microsoft.com/en-us/windows/release-health/supported-versions-windows-client

S22 View a printer print queue in Windows

Microsoft Support. Checked 2026-11-20. Windows 11 controls to inspect the selected printer pending-job queue before connectivity changes.

Queue inspection is permission-based. Reconnection release risk is an operational inference from pending jobs; no private job contents should be copied, and cancellation requires authority.

https://support.microsoft.com/en-us/windows/hardware/printer/view-a-printer-s-print-queue-in-windows