This course supports the assessment for IT Fundamentals III. The course covers 4 competencies and represents 4 competency units.

**Introduction**

**Overview**

Welcome! This course outlines the sequence of steps required to develop the necessary competence in:

- the fundamentals of PC operating systems,
- security,
- mobile devices, and
- troubleshooting.

Watch the following video for an introduction to this course:

**Getting Started**

Click on the "Launch Course" button to start learning in your uCertify course. If this is your first time using uCertify, take a look at Navigating uCertify before you begin. Follow your personalized Study Planner: access the Study Planner from anywhere in the course by opening the course menu, selecting "Dashboard," then clicking "Open Study Planner."

The course is divided into eleven lessons, each of which is subdivided into several chapters (for example, 1.1 or 3.5). Each of these chapters is designed for you to complete in one or two hours: try to move through several chapters each day that you work on the course, scoring 100% on the quizzes for each chapter. Once you are ready for the practice exams, be sure to complete them in Learn mode first, scoring 85% or above, and then in "test mode." Then take the post assessment in "test mode" to effectively prepare for your certification exam. Complete each practice exam in preparation. To consider yourself ready to take the certification exam, you should regularly score 85% or higher on the practice exams and the post assessment. Contact your course instructor for help with study strategies if you score below 85%.

**Competencies**

This course provides guidance to help you demonstrate the following 4 competencies:

- **Competency 4002.1.1: Operating Systems**
  The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting computer operating systems.
- **Competency 4002.1.2: Security**
The graduate recommends appropriate strategies for classifying, controlling access, setting permission, configuring, optimizing, and upgrading basic system security.

- **Competency 4002.1.3: Hardware Troubleshooting**
  The graduate recommends appropriate tools, diagnostic procedures, preventive maintenance, and troubleshooting techniques for personal computer components in a desktop system.

- **Competency 4002.1.4: Laptops, Tablets, and Mobile Devices**
  The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting laptops, tablets, and mobile devices.

**Course Instructor Assistance**

As you prepare to demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, course instructors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, so you are welcome to contact them as soon as you begin. Course instructors are fully committed to your success!

**Preparing for Success**

Your learning resource for this course is:

- **uCertify: CompTIA A+ Exam 2**

The readings in uCertify are taken from the following text:


If you prefer working from a hard copy, you may purchase this book from any retailer.

**Lock In Your Progress**

Once you are ready to start or are actively working in the uCertify learning resource, lock in your progress. You only need to complete this step once; any future activity in uCertify will be saved. **Mark this Activity Complete to Lock in Your Progress**

Click the check mark above or below if you are actively engaged in this course.
Launch Your Course

Launch Course

Final Steps

Congratulations on completing the activities in this course! This course has prepared you to complete the assessment associated with this course. If you have not already been directed to complete the assessments, schedule and complete your assessment now.

First Attempt Checklist

One of the many things that make WGU unique is its competency-based education model. If you know the material, all you have to do is prove it by passing the exam. If you can do this, you can accelerate the receipt of your degree.

To make sure you have the best chance possible to pass the exam on your first attempt, the following steps should be completed successfully before you take it:

1. Complete review of the lesson material in all chapters, including the flash cards, exercise, and quizzes in uCertify.
2. Score 85% or higher on the practice exams in "learn mode" and "test mode" in uCertify.
3. Score 85% or higher on the post assessment in "test mode" in uCertify.

Once the steps above have been completed and you feel confident with all of the concepts presented, you are ready to refer for the first attempt of the exam. When you take the certification exam, you need to submit your score to scores@wgu.edu regardless of the outcome. If you are unsuccessful in your first attempt, you will need to get in contact with the course instructor to discuss how to prepare for the next attempt. Once the Course Instructor evaluates your progress, scores, and discusses your readiness, you will be approved to receive the voucher for your next attempt of the certification exam.