

Help Desk Scenario Cards

NAME _____ DATE _____ PERIOD _____

Print one sheet per class, cut across the lines between cards, and hand one card to each team. Five scenarios, one card each. A team keeps the same card for Day 3 and Day 4, so a class with more than five teams runs two teams on the same scenario.

Your job. Program these three steps into your micro:bit in this order. On Day 4 the User reads the "What the user says" line out loud and you walk them through your steps.

SCENARIO	WHAT THE USER SAYS	STEP 1	STEP 2	STEP 3
1. Printer not working	"I sent my file to the printer and nothing came out."	Check power cable	Check paper tray	Restart printer
2. Wi-Fi disconnected	"My laptop says no internet, but everyone else is online."	Check airplane mode and Wi-Fi	Restart the laptop	Forget and reconnect network
3. Software crashing	"This program keeps closing by itself while I am working."	Close and reopen app	Restart computer	Check for updates
4. Computer won't turn on	"I press the power button and nothing happens at all."	Check charger and cable	Test the outlet or charging light	Try an approved spare charger or escalate
5. Password reset	"It keeps saying my password is wrong and I know it is right."	Check caps lock	Verify the username and account	Use the official password reset link

Why this order. Every card starts with a fast, low-risk check and saves a more disruptive step or escalation for later. Do not restart shared equipment when the evidence points to one user's device.