A+1102: CompTIA A+ Certification Core 2 (Exam: 220-1102)

$2,195.00

- 5 Days
- Important Update: The CompTIA A+ exams 220-1101 and 220-1102 are retiring in September 2025.
- Student Guide mapped to A+ Core 2 exam objectives (220-1102)
- Lab scenarios aligned with CompTIA exam objectives (220-1102)
- Gradable hands-on assessments provide an accurate picture of your ability to correctly and efficiently perform job tasks
- Comprehensive study material with 100% coverage of the exam objectives
- Video demonstrations of key activities
- Practice questions that check for understanding
- Access to the CompTIA Learning Center

Upcoming Dates

Course Description

CompTIA is a not-for-profit trade association with the purpose of advancing the interests of information technology (IT) professionals and IT channel organizations; its industry-leading IT certifications are an important part of that mission. CompTIA's A+ Core 2 certification is a foundation-level certification designed for professionals with 12 months hands-on experience in a help desk support technician, desk support technician, or field service technician job role.

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is trusted by employers around the world to identify the go-to person in end-point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

The Official CompTIA A+ Core 2 Student Guide (220-1102) have been developed by CompTIA for the CompTIA A+ Core 2 candidate. Rigorously evaluated to validate coverage of the CompTIA A+ Core 2 (220-1102) exam objectives, The Official CompTIA A+ Core 2 Student Guide teach the knowledge and skills to install and configure end-user devices and software, connect devices to networks, perform basic cybersecurity mitigations, troubleshoot common problems to diagnose and resolve issues, and demonstrate basic knowledge of scripting, the cloud, and virtualization, and prepare candidates to take the CompTIA A+ Core 2 certification exam.

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Course Outline

Topics Covered:

- Lesson 1: Configuring Windows
- Lesson 2: Managing Windows
- Lesson 3: Identifying OS Types and Features
- Lesson 4: Supporting Windows
- Lesson 5: Managing Windows Networking
- Lesson 6: Managing Linux and macOS

- Lesson 7: Configuring SOHO Network Security
- Lesson 8: Managing Security Settings
- Lesson 9: Supporting Mobile Software
- Lesson 10: Using Support and Scripting Tools
- Lesson 11: Implementing Operational Procedures

Available Labs:

- Assisted Lab: Manage User Settings in Windows
- Assisted Lab: Support Windows 11
- Assisted Lab: Configure Windows System Settings
- Assisted Lab: Use Management Consoles
- Assisted Lab: Use Task Manager
- Assisted Lab: Monitor Performance and Event Logs
- Assisted Lab: Use Command-line Tools
- APPLIED Lab: Support Windows 10
- Assisted Lab: Perform Windows 10 OS Installation
- Assisted Lab: Perform Ubuntu Linux OS Installation
- Assisted Lab: Install and Configure an Application
- Assisted Lab: Troubleshoot a Windows OS Issue
- Assisted Lab: Configure Windows Networking
- Assisted Lab: Configure Folder Sharing in a Workgroup
- Assisted Lab: Manage Linux using Command-line Tools
- Assisted Lab: Manage Files using Linux Command-line Tools
- APPLIED Lab: Support and Troubleshoot Network Hosts
- Assisted Lab: Configure SOHO Router Security
- Assisted Lab: Configure Workstation Security
- Assisted Lab: Configure Browser Security
- Assisted Lab: Troubleshoot Security Issues Scenario #1
- APPLIED Lab: Troubleshoot Security Issues Scenario #2
- Assisted Lab: Use Remote Access Technologies
- Assisted Lab: Implement Backup and Recovery
- Assisted Lab: Implement a PowerShell Script
- Assisted Lab: Implement Bash Script
- Assisted Lab: Manage a Support Ticket

Audience

The Official CompTIA A+ Core 2 (Exam 220-1102) is the primary course you will need to take if your job responsibilities include supporting the use of PCs, mobile devices, and printers within a corporate or small office home office (SOHO) network. You can take this course to prepare for the CompTIA A+ Core 2 (Exam 220-1102) certification examination.

Prerequisites

To ensure your success in this course, you should have 12 months of hands-on experience working in a help desk technician, desktop support technician, or field service technician job role. CompTIA ITF+ certification, or the equivalent knowledge, is strongly recommended.

What You Will Learn

This course can benefit you in two ways. If you intend to pass the CompTIA A+ Core 2 (Exam 220-1102) certification examination, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of IT support. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your skill set so that you can confidently perform your duties in any entry-level PC support role.

On course completion, you will be able to do the following:

- Configure and troubleshoot the Windows operating system.
- Support the Linux and macOS operating systems.
- Configure SOHO network security and manage PC security settings.
- Support the use of mobile apps.
- Use remote support and scripting tools.
- Implement operational procedures.