

CompTIA A+ Core 2 (220-1202) Exam Prep

CompTIA A+ Core 2 220-1202 2026. OS management, security, and help-desk troubleshooting scenarios.

IT Certifications Instructor: Brian Taylor • 5 sections • 44 lessons • 11.75h total

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About this course

Preparing for the CompTIA A+ Core 2 (220-1202) exam can feel overwhelming, especially with evolving topics for 2026. This course breaks down the exam objectives into manageable, practical lessons that mirror the day-to-day work of an IT support specialist. We focus on what you will face on the job and on the test, from troubleshooting hardware to managing operating systems and understanding security practices.

You will learn how to approach common support tickets, apply problem-solving steps, and use study techniques that stick. The course includes step-by-step guides, downloadable checklists, and real case study analyses based on typical help-desk scenarios.

Course curriculum

Foundations: Understanding the Core 2 Exam and Your Study Plan

- **How the Core 2 (220-1202) Exam Is Structured for 2026 (12m)**
We'll break down the exam domains, question types, and scoring so you know exactly what to expect on test day.
- **Building a Realistic Study Schedule That Works (15m)**
Learn how to create a study plan that fits your life, using time-blocking and active recall techniques.
- **Key Terminology Every IT Support Pro Must Know (9m)**
A quick guide to the essential terms and acronyms you'll see across all exam objectives.
- **Using Practice Questions Without Burning Out (11m)**
We'll show you how to use practice tests effectively to identify weak spots, not just memorize answers.
- **Setting Up Your Home Lab for Hands-On Practice (18m)**
Step-by-step guide to configuring a safe virtual environment for practicing OS installs and troubleshooting.
- **How to Read Exam Questions and Avoid Traps (10m)**
Real examples of tricky wording and how to break down questions to find the correct answer.
- **Tracking Your Progress and Adjusting Your Plan (8m)**
A simple method for logging study hours and scores to stay on track for your exam date.

Core Concepts: Operating Systems and Software Troubleshooting

- **Windows 10 and 11 Installation Methods Step-by-Step (22m)**
Compare clean installs, upgrades, and deployment tools like Windows PE in a practical walkthrough.
- **Configuring Windows Networking for Home and Small Office (19m)**
Learn to set up Wi-Fi, Ethernet, and troubleshoot common connectivity issues with real case studies.
- **Windows Command Line Tools for Troubleshooting (24m)**
We'll cover essential commands like ipconfig, chkdsk, and sfc to solve system problems fast.
- **macOS and Linux Basics for the A+ Technician (16m)**
Understand key features, file systems, and basic commands for supporting non-Windows systems.
- **Troubleshooting Software Crashes and Performance Issues (21m)**
A problem-solving session on using Event Viewer and Task Manager to diagnose slow PCs.
- **Managing Users, Groups, and Permissions in Windows (17m)**
Step-by-step guide to setting up secure access and fixing permission errors.
- **Mobile Device Management: Connecting and Securing Phones (14m)**
Learn to configure email, Wi-Fi, and security policies on iOS and Android for corporate use.
- **Common Application Problems and How to Fix Them (13m)**
Downloadable checklist for resolving installation failures, update errors, and compatibility issues.
- **Virtualization Basics: Setting Up Virtual Machines (20m)**
Real case study analysis of using VMs to test software safely before deploying to a live system.

Deep Dive: Security Fundamentals for Support Roles

- **Identifying and Removing Malware from Infected Systems (23m)**
A hands-on guide to using antivirus tools and manual removal techniques in a safe lab environment.
- **Understanding and Applying Basic Encryption Methods (15m)**
We'll explain BitLocker, VPNs, and secure file sharing in plain language for everyday use.
- **Social Engineering: How to Spot Phishing and Scams (11m)**
Real-world examples of phishing emails and how to train users to avoid falling for them.
- **Securing Mobile Devices and BYOD Policies (16m)**
Step-by-step instructions for enabling remote wipe, screen locks, and app permissions.
- **Password Management and Multi-Factor Authentication (12m)**
Learn to set up and recommend password managers and MFA for better account security.
- **Windows Security Features: Firewall and Defender (14m)**
A practical walkthrough of configuring firewall rules and reviewing security alerts.
- **Best Practices for Data Disposal and Device Recycling (9m)**
Downloadable template for ensuring data is wiped securely before hardware is retired.

Advanced Application: Operational Procedures and Best Practices

- **Documentation and Ticketing: Keeping Records That Help (18m)**
We'll show you how to write clear, concise tickets that speed up resolution and track trends.
- **Change Management: How to Update Systems Safely (17m)**
Real case study analysis of a failed update and how proper planning prevents downtime.
- **Scripting Basics for Automating Repetitive Tasks (25m)**
Step-by-step guide to writing simple PowerShell scripts for user account management.
- **Remote Support Tools: TeamViewer, RDP, and More (20m)**
Learn to configure and secure remote access tools for efficient troubleshooting.
- **Backup and Recovery Strategies for Small Business (22m)**
A problem-solving session on setting up local and cloud backups to protect critical data.
- **Understanding SLAs and Prioritizing Support Tickets (13m)**
How to assess urgency and impact to meet service level agreements consistently.
- **Vendor Management: Working with Contractors and Suppliers (12m)**
Tips for communicating effectively with vendors to resolve hardware or software issues.
- **Safety Procedures for Working with Hardware (10m)**
Downloadable checklist for ESD safety, power handling, and physical workspace setup.
- **Communication: Talking to Non-Technical Users (14m)**
Role-play examples of explaining tech issues in simple, reassuring terms.
- **Legal and Compliance Basics for IT Support (11m)**
Overview of GDPR, HIPAA, and data privacy rules that affect daily IT tasks.

Implementation & Next Steps: Exam Day and Career Growth

- **Final Review: Key Topics to Revisit Before the Exam (28m)**
A focused recap of the highest-weighted exam objectives with quick quizzes.

- **Mock Exam Session: Timed Practice Test Walkthrough (32m)**
We'll simulate exam conditions and review answers together to build confidence.
- **What to Expect at the Testing Center or Online (12m)**
Step-by-step guide to check-in, ID requirements, and exam day logistics.
- **Managing Exam Anxiety and Staying Focused (15m)**
Practical breathing and mindset techniques to use right before and during the test.
- **After the Exam: Understanding Your Score Report (9m)**
How to read your results and plan a retake if needed, with no guesswork.
- **Next Certifications: Building on Your A+ Foundation (18m)**
Real advice on Network+, Security+, and job-focused paths for career growth.
- **Building a Portfolio of Projects for Your Resume (20m)**
Downloadable template for documenting lab work, tickets, and scripts you've created.
- **Job Search Strategies for Entry-Level IT Support (22m)**
We'll cover resume tips, LinkedIn profiles, and how to answer common interview questions.
- **Negotiating Your First IT Salary and Benefits (14m)**
Practical scripts and data to help you ask for what you're worth in the job market.
- **Setting Up Ongoing Learning Habits for IT Pros (11m)**
How to stay current with tech trends, podcasts, and communities without burning out.
- **Course Wrap-Up: Your Action Plan for Success (8m)**
A final checklist of steps to take immediately after finishing the course and exam.

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