You're a one-person "help desk." Family and friends often ask you for advice on their computer issues. Now you can turn your natural talent into formal training—and career opportunities—with our Desktop Support Certificate. You'll learn how to provide customer support for both hardware and software issues through coursework based on the CompTIA A+™ body of knowledge.

GET STARTED

CALL US 844.YES.UOPX

Objectives
The Desktop Support Certificate offers coursework in the technologies and methods necessary to provide technical support to information technology and computer system users. Students will learn the customer support aspects of personal computer desktop software applications, computer hardware and software according to the A+ body of knowledge, including diagnosis and solutions.

Requirements and Prerequisites
Desktop Support Certificate (Undergraduate) requires a minimum of 18 credits, which may come from a combination of required and elective courses.

A+ is a trademark of CompTIA Properties LLC.

Core Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Systems Fundamentals</td>
<td>CIS207</td>
</tr>
<tr>
<td>Office Software Support Fundamentals</td>
<td>CIS211</td>
</tr>
<tr>
<td>Digital Skills For The 21st Century</td>
<td>IT200</td>
</tr>
</tbody>
</table>

Make an informed choice
We believe that students and families should be prepared financially for college and understand gainful employment opportunities before starting any program. So we want to ensure you have the information you need to make an informed choice - information like what it will cost, the skills you'll learn through your chosen program, and the types of occupations the program prepares you for. For important information about the educational debt, earnings, and completion rates of students who attended this program:

To view gainful employment disclosures, please visit:
[View the Desktop Support Certificate (Undergraduate) gainful employment disclosures http://www.phoenix.edu/ssl/programs/ge/default/cert-ds.html](http://www.phoenix.edu/ssl/programs/ge/default/cert-ds.html)

While widely available, not all programs are available in all locations or in both online and on-campus formats. Please check with a University Enrollment Representative.