

training code: A+ Core 1 and Core 2 / e-learning / EN

# CompTIA A+ Core 1 and Core 2 (220-1101 and 220-1102) eLearning Bundle

**CompTIA A+ (220-1101 & 220-1102 Core Series)** CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to networking to virtualization and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

- CompTIA certifications mean proven competency on the job.
- CompTIA performance certifications validate the skills associated with a particular job or responsibility.
- A+ is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment.
- CompTIA A+ assess hands-on, real world troubleshooting skills. With available hands-on training to performance based items on certification exam, candidates know how to find the problem and fix it.
- A+ is regularly revised by IT experts to ensure that it validates core skills and abilities demanded in the workplace.



## Purpose of the training

Designed for people who want to gain basic computer science knowledge.

- IT Support Specialist
- Helpdesk Technician • Field Technician
- Tier I Support Specialist
- Desktop Support Specialist
- Associate Network Engineer
- Systems Support Technician

- Junior Systems Administrator



## Benefits of completing the training

### What Skills Will You Learn?

- Hardware

Identifying, using and connecting hardware components and devices, including the broad knowledge about different devices that is now necessary to support the remote workforce

- Operating Systems

Install and support Windows OS including command line and client support, system configuration imaging and troubleshooting for Mac OS, Chrome OS, Android and Linux OS

- Software Troubleshooting

Troubleshoot PC and mobile device issues including common OS, malware and security issues

- Networking

Explain types of networks and connections including TCP/IP, WIFI and SOHO

- Troubleshooting

Troubleshoot real-world device and network issues quickly and efficiently

- Security

Identify and protect against security vulnerabilities for devices and their network connections

- Mobile Devices

Install and configure laptops and other mobile devices and support applications to ensure connectivity for end users

- Virtualization and Cloud Computing

Compare and contrast cloud computing concepts and set up client-side virtualization

- Operational Procedures

Follow best practices for safety, environmental impacts, and communication and professionalism

Benefits:

**Candidate:** CompTIA A+ opens many cybersecurity, network engineering, avenues for career development. IT- certified pros can end up working in network administration, business analysis or data analytics.

CompTIA A+ is the industry standard entry-level certification that proves IT knowledge in networking, security, IoT technology, cloud-based storage, hardware and more. It also develops problem-solving skills required in entry-level technical support careers

**Employers:** Certified employees are management & technical support roleusted by employers around the world as the go-to person in end point s.

CompTIA A+ ensures help desk technicians and IT support specialists have skills required to perform entry-level job tasks and support a hybrid workforce. It is trusted by employers around the world to

identify the go-to person in end point management & technical support roles. A+ is also the building block towards meaningful career progression.

Accredited by ANSI to show compliance with the ISO 17024 Standard. It is also approved by the DoD for Directive 8140/8570.01-M.



## Examination method

### What is an Exam Voucher?

A CompTIA exam voucher is a unique code that will enable you to take your exam at an authorized CompTIA Test Service Provider. Exam vouchers are used similar to a gift card. For example, employers often use vouchers to pay for their employees' exams or parents may purchase vouchers for their children.

### Exam Voucher Details

- Vouchers are non-refundable and non-returnable.
- CompTIA A+ certification requires two exams, with one voucher per exam required.
- One voucher is applicable towards one exam [in any A+ series] at an authorized CompTIA Test Service Provider.
- You must pass both A+ exams from the same exam series to achieve CompTIA A+ certification (e.g., A+ 1101 and A+ 1102).
- All vouchers, including any retakes, are valid for 12 months from the date of purchase unless otherwise noted.
- You must register and take your exam prior to the voucher expiration date.
- Voucher expiration dates cannot be extended under any circumstances.
- Certification exam retirement dates supersede voucher expiration dates. CompTIA may retire certifications and corresponding exams prior to voucher expiration dates.
- Visit the CompTIA website for certification exam information, including exam launch and retirement dates.
- Vouchers are country and currency restricted.
- CompTIA and the participating test providers are not responsible for lost or stolen vouchers.
- Vouchers cannot be redeemed for cash or credit.
- CompTIA vouchers may not be resold.

### Exam Retake Details

- For voucher purchases that include a retake, if you fail the exam on your first attempt use the same voucher to register and retake the exam.
- All vouchers, including any retakes, expire 12 months from the date of purchase, unless otherwise noted.
- The retake is only valid for the same exam version that you failed. You cannot use the retake for a different version of the exam.

### Additional Order Information

- Order information will be emailed within 3 – 4 hours from purchase.
- You will receive two emails. The first email will be your order confirmation and the second email will include your exam voucher, the voucher expiration date and voucher terms and conditions. Check your spam, junk and promotional folders.



### Exam description

**Exam Codes:** CompTIA A+ 220-1101 (Core 1) and 220-1102 (Core 2)

Candidates must complete both 1101 and 1102 to earn certification. Exams cannot be combined across the series.

**Exam Description:** CompTIA A+ 220-1101 covers mobile devices, networking technology, hardware, virtualization and cloud computing.

CompTIA A+ 220-1102 covers operating systems, security, software and operational procedures.

**Number of Questions:** Maximum of 90 questions per exam

**Type of Questions:** Multiple choice questions (single and multiple response), drag and drops and [performance-based](#)

**Length of Test:** 90 Minutes per exam

**Passing Score:**

- 220-1101: 675 (on a scale of 900)
- 220-1102: 700 (on a scale of 900)

**Recommended Experience:** 9 to 12 months hands-on experience in the lab or field

**Languages:** English



### Expected Listener Preparation

9-12 months experience recommended



### Training Language

Language: English

Materials: English

## Training Includes

What's included:

- 2 Exam Vouchers + Retakes
- CertMaster Learn + Labs
- Once redeemed, this bundle will be valid for 12 months
- Access keys must be redeemed within 12 months of purchase
- This is single user license and may not be shared

## Duration

1 days / 1 hours

## Training agenda

### What is CertMaster Learn integrated with CertMaster Labs?

CertMaster Learn is a comprehensive eLearning experience that helps learners gain the knowledge and practical skills necessary to be successful on CompTIA certification exams, and in their IT career. A Learning Plan helps learners stay on track with your studies, while robust analytics bring awareness of strengths and weaknesses. CertMaster Labs make it easy for learners to practice and apply their skills in real workplace scenarios in preparation for the certification exam. All lab activities use real equipment and software, offer feedback and hints, and provide a score based on learner inputs, ultimately guiding learners to the most correct and efficient path through job tasks. There are two types of labs in this course: **Virtual Workbench Labs** which provide learners with valuable hands-on practice in an immersive 3D environment, and **Virtual Machine Labs** which utilize virtual machines built to simulate a real-world environment.

In the integrated experience, CertMaster Labs are integrated as Study Tasks within the CertMaster Learn Learning Plan, accessible through a single login and seamless workflow. Easy-to-use course management tools provide a comprehensive suite of instructor resources alongside a reporting dashboard, making course preparation and progress tracking simple and efficient.

### Topics Covered

Lesson 1: Installing Motherboards and Connectors

Lesson 2: Installing System Devices

Lesson 3: Troubleshooting PC Hardware

Lesson 4: Comparing Local Networking Hardware

Lesson 5: Configuring Network Addressing and Internet Connections

Lesson 6: Supporting Network Services  
Lesson 7: Summarizing Virtualization and Cloud Concepts  
Lesson 8: Supporting Mobile Devices  
Lesson 9: Supporting Print Devices  
Lesson 10: Configuring Windows  
Lesson 11: Managing Windows  
Lesson 12: Identifying OS Types and Features  
Lesson 13: Supporting Windows  
Lesson 14: Managing Windows Networking  
Lesson 15: Managing Linux and macOS  
Lesson 16: Configuring SOHO Network Security  
Lesson 17: Managing Security Settings  
Lesson 18: Supporting Mobile Software  
Lesson 19: Using Support and Scripting Tools  
Lesson 20: Implementing Operational Procedures

**Labs Available:**

Assisted Lab: Exploring the Lab Environment  
Assisted Lab: Installing a Motherboard  
Assisted Lab: Installing Power Supplies  
Assisted Lab: Installing and Configuring System Memory  
Assisted Lab: Installing RAM  
Assisted Lab: Installing CPU and Cooler  
Assisted Lab: Upgrading and Installing GPU and Daisy-Chain Monitors  
Assisted Lab: Exploring the Virtual Machine Lab Environment  
Assisted Lab: Compare Networking Hardware  
Assisted Lab: Compare Wireless Network Technologies  
Assisted Lab: Configure a SOHO Router  
Assisted Lab: Compare Protocols and Ports  
Assisted Lab: Troubleshoot a Network #1  
Assisted Lab: Troubleshoot a Network #2  
APPLIED Lab: Troubleshoot a Network #1  
APPLIED Lab: Troubleshoot a Network #2  
Assisted Lab: Adding Expansion SSD in a Laptop  
Assisted Lab: Upgrading Laptop RAM  
Assisted Lab: Replacing Laptop Non-User Removable Battery  
Assisted Lab: Configuring Laptop Dock and External Peripherals  
Assisted Lab: Deploy a Printer  
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  
Assisted Lab: Support Active Directory Domain Networking

### **License Information**

- One license provides access to CertMaster Learn for A+ Core 1 & Core 2 (220-1101 & 220-1102) with CertMaster Labs integrated throughout the course
- Once activated, the license is valid for 12 months

### **How to Access CertMaster Learn with integrated CertMaster Labs**

An access key and instructions will be sent via email after your purchase is complete.