



computer services

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## **HELP! My computer isn't working!**

### **Triona's Ten-Step Troubleshooter**

1. When in doubt, reboot!
  - A cold boot (powering off and on) works better than a warm boot (restarting only).
  - Be sure to shut down properly, if you can.
2. Try to isolate the problem:
  - If you are unable to perform a task, try it with a different file.
  - If you cannot run one program, try another.
  - Try the same task on a different machine, if possible.
  - If it's a problem with a network service (email, web), do other network services work?
  - If it's a problem with a device (printer, scanner), make sure it's plugged in and turned on, and that all cables are tight.
3. Try to End Task (Windows ) or Force Quit (Mac). Be sure to reboot afterwards.
  - Windows: control-alt-delete, select program, click End Task
  - Mac: command-option-escape, select program, click Force Quit
4. Run the hard drive diagnostic software for your computer:
  - Windows: select drive in My Computer, File->Properties, click Tools, then Check Now
  - Mac: Disk Utility in /Applications/Utilities
5. Make sure your antivirus and anti-spyware software is up to date, and run full scans.
6. If it's an Internet problem, try rebooting your network:
  - Turn off all computers.
  - Turn off your firewall or router, if you have one.
  - Turn off your DSL or cable modem, then turn them back on in reverse order.
7. Have any modifications been made to the computer?
  - Has any software or hardware been added?
  - Undo anything that has changed and try your task again.
8. Do any specific error messages appear?
  - If so, write them down and check documentation for possible solutions.
  - If not, try to describe the problem. Is the computer frozen? Does the keyboard work? The mouse? Can you repeat the problem?
9. Document the problem as best as you can:
  - Computer model and version of Windows/Mac software
  - Program(s) in use
  - Specific error messages or behavior
10. Call tech support! ☺