

Standard Operating Procedure (SOP): Basic IT Troubleshooting

Purpose:

This SOP outlines basic IT troubleshooting steps for common office issues such as network problems, printer errors, and software glitches.

Scope:

Applicable to all employees and IT personnel to ensure smooth daily operations.

Responsibilities:

- Employees: Follow this guide for initial troubleshooting.
- IT Support: Assist with complex issues unresolved by these steps.

Step-by-Step Procedure

1. Network Connectivity Issues

- Check if the Ethernet cable is properly connected.
- Ensure Wi-Fi is turned on and connected.
- Restart router/modem if necessary.

2. Printer Troubleshooting

- Verify printer is powered on and connected.
- Clear any paper jams.
- Restart the printer and try again.

3. Software Not Responding

- Close and reopen the application.
- If the issue persists, restart the computer.
- Check for software updates.

4. Password Reset

- Use the company's self-service password reset tool.
- Contact IT support if locked out.

5. Email Not Working

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- Check internet connection.
- Verify login credentials.
- Clear cache or use another browser.

Additional Tips

- Always keep your system updated.
- Regularly backup important files.
- Report recurring issues to IT support.