General I.T. Tips & Trouble Shooting

There are many different things that could cause a concern with your computer. Most of the time, concerns can be fixed using simple troubleshooting techniques, like closing and reopening the program. It's important to try these simple solutions before giving up on your own abilities. No matter what's causing the issue, troubleshooting will always be a process of trial and error—in some cases, you may need to use several different approaches before you can find a solution; other problems may be easy to fix. The I.T. team uses the following steps that you can try to when attempting to resolve a concern.

1. **Close and Reopen the Program**
   Before you consider your system broken, please close the program you are experiencing the concern in and reopen it. If the concern persists please go to step 2.

2. **Restart the computer**
   When all else fails, restarting the computer is a good thing to try. This can solve a lot of basic issues you may experience with your computer.

3. **Always check the cables**
   If you're having trouble with a specific piece of computer hardware, such as your monitor or keyboard, an easy first step is to check all related cables to make sure they're properly connected.

4. **Write down your steps**
   Once you start troubleshooting, you may want to **write down** each step you take. This way, you'll be able to remember exactly what you've done and can avoid repeating the same mistakes. If you end up asking other people for help, it will be much easier if they know exactly what you've tried already.

5. **Take notes about error messages**
   If your computer gives you an error message, be sure to take a picture, screen shot or write down as much information as possible about the error message. You may be able to use this information later to find out if other people are having the same error.

Concern		Possible Solution
Computer will not start	A	Check your power cord to confirm it is plugged securely into the outlet and the computer
	B	Verify that the surge protector or batter back up is on. Plug other devices you know work into the surge protector to verify it is on.
	C	If everything is plugged in securely and the surge protector is on, unplug the computer and plug in a lamp you know is working into the outlet where you unplugged the computer. Turn the lamp on to test the outlet. If the lamp does not light in the outlet the plug is not working. Report the dead outlet to maintenance. Plug your computer into a working outlet.
	D	Laptop: If you are using a laptop the battery may not be charged. Plug in the laptop charger and wait several minutes before you attempt to turn it on.
My screen is blank	A	Make sure the monitor is plugged in and on
	B	The computer may be in sleep mode. Click the mouse or press any key on the key board. Give the computer a couple of seconds to wake up
	C	Make sure the computer is plugged in and turned on
	D	Make sure the monitor cable is securely plugged into the computer and securely plugged into the back of the monitor
My Keyboard or mouse does not work	A	If you are using a wired mouse or keyboard make sure it is securely plugged in
	B	If you are using a wireless keyboard or mouse make sure the unit is turned on and the battery is not dead
	C	Make sure a button or key is not stuck
Sound is not working	A	Check the volume level by clicking on the speaker 🔊 in the bottom right on the task bar. Make sure the sound is not muted and turned up.
	B	Check the media player controls. Often time the media player will have a second set of overriding controls. Make sure they are turned up as well as the main control in "A".
	C	If you have external speakers make sure they are plugged into the green speaker/headphone output port and not the purple microphone port
	D	Plug headphones in to the headphone port to test that the computer is putting out audio.
My computer is running slow	A	Close and reopen the application you are having a concern with
	B	Update the application by clicking the "Help" menu in the application. Look for and click on the option to "Update."
	C	Close all open programs on your computer and reopen only the ones you need
	A	Restart your computer
My computer is frozen	A	Restart your computer. By pressing all at the same time <CTRL><ALT><Delete>. Find the ⏻ in the lower right and click to shut down your computer. Let your computer stay turned off for one minute before turning it back on.
	B	If the computer is completely unresponsive press and hold the power button on the computer until the unit powers down. Let the computer stay off for a minute before powering back on.

Cannot print from FROG	A	Check to make sure the printer is turned on and there is paper in the machine
	B	Make sure the printer in your store is set as the default by right clicking on the Start Button ⊞ \Control Panel\On the top right corner click on view large icons\Click on Devices and Printers\Right Click on the printer in your store\Click Set As Default
Cannot print from internet or files on the local computer	A	Check to make sure the printer is turned on and there is paper in the machine
	B	Make sure the printer in your store is set as the default by right clicking on the Start Button ⊞ \Control Panel\On the top right corner click on view large icons\Click on Devices and Printers\Right Click on the printer in your store\Click Set As Default