

Quick Fix Guide (Basic IT Resolutions)

This guide covers quick steps you can try before booking support.

1) Slow PC / Laptop

- Restart (yes, really).
- Close unused browser tabs and apps.
- Check storage: keep 10–20GB free if possible.
- Run updates (Windows Update / macOS Software Update).
- If still slow, book a remote triage.

2) Wi-Fi Dropouts

- Reboot modem/router (power off 30 seconds).
- Move router higher / central location; avoid behind TVs.
- Try 5GHz for speed (short range), 2.4GHz for range.
- If multiple devices compete, consider separating guest Wi-Fi.

3) Email Login Issues (Microsoft 365 / Gmail)

- Confirm password reset worked (try on web first).
- Check MFA/Authenticator prompts.
- Clear browser cache or try private window.
- If the account is locked, wait for unlock window or contact admin.

4) Backup Reminder

- Important files should be in a backup location (OneDrive, external drive, or business backup).
- Test restore monthly (don't assume).

Need help? Contact Victoria IT Solutions.

Phone: 0420 749 361 Email: Prajwol.subedi@hotmail.com