

Laptop Keyboard Issues

If you're experiencing issues with your laptop keyboard, follow these troubleshooting steps to diagnose it:

1. **Restart your laptop:** A simple restart can sometimes resolve keyboard issues caused by any temporary software glitches.
2. **Clean the keyboard:** Gently clean the keyboard using a soft brush to remove any debris stuck under the keys. This can help improve response and eliminate sticky keys.

Connect an external keyboard to determine if the issue is related to the laptop's internal keyboard.

If the troubleshooting steps did not resolve your issue, please raise a helpdesk request in Voice portal

<https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx>

And use the Category below:

1. **Category:** Select "Technical Issues".
2. **Sub Category:** Choose "Hardware Problems"
3. **Type:** select "Laptop" as the type of device you're experiencing issues with.