**Windows Troubleshooting Checklist - For 1st Line IT Support**

🔌 Hardware Checks

* ✅ Confirm power cable and outlet are working
* ✅ Check monitor and peripheral connections (mouse, keyboard, printer)
* ✅ Test with alternate devices or cables
* ✅ Look for physical damage or overheating
* ✅ Run basic diagnostics (e.g., CHKDSK, memory test)

🖥️ Software & OS Issues

* ✅ Restart the system — always try first
* ✅ Check for recent updates or changes
* ✅ Run sfc /scannow to fix system files
* ✅ Use DISM /Online /Cleanup-Image /RestoreHealth for deeper repair
* ✅ Uninstall problematic software via Control Panel
* ✅ Run antivirus/malware scan

🌐 Network & Connectivity

* ✅ Check Ethernet/Wi-Fi status and physical connections
* ✅ Restart router/switch if applicable
* ✅ Run ipconfig /release and ipconfig /renew
* ✅ Flush DNS: ipconfig /flushdns
* ✅ Check for IP conflicts or misconfigured settings
* ✅ Test internet speed and local network access

👤 User Account & Access

* ✅ Verify login credentials and permissions
* ✅ Reset passwords if needed
* ✅ Unlock or re-enable disabled accounts
* ✅ Check group policy or local security settings

🧼 General Maintenance

* ✅ Clear temporary files and cache
* ✅ Check disk space availability
* ✅ Review startup programs
* ✅ Ensure antivirus is up-to-date
* ✅ Document steps taken and resolution

**Windows Troubleshooting Flowchart (1st Line Support)**

START

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Is the device powering on?

├─ No → Check power cable, outlet, battery, power button → Still no? Escalate to hardware support

└─ Yes

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Is the display working?

├─ No → Check monitor cables, brightness, test with another monitor

└─ Yes

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Can the user log in?

├─ No → Check credentials, reset password, unlock account

└─ Yes

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Is the system slow or freezing?

├─ Yes → Check Task Manager for high CPU/RAM usage

│ ├─ Unusual app? End task or uninstall

│ └─ Run antivirus scan, clear temp files

└─ No

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Is there a network issue?

├─ Yes → Check Ethernet/Wi-Fi status

│ ├─ Run ipconfig /release & /renew

│ └─ Flush DNS, restart router/switch

└─ No

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Is there a software/application issue?

├─ Yes → Check for updates, reinstall app, check compatibility

└─ No

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Is there a printing or peripheral issue?

├─ Yes → Check cables, drivers, test alternate device

└─ No

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Run system checks

├─ sfc /scannow

├─ DISM /Online /Cleanup-Image /RestoreHealth

└─ chkdsk /f

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Issue resolved?

├─ Yes → Document resolution and close ticket

└─ No → Escalate to 2nd line support