**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