

Tech Support Essentials

A Troubleshooting Guide
for Windows



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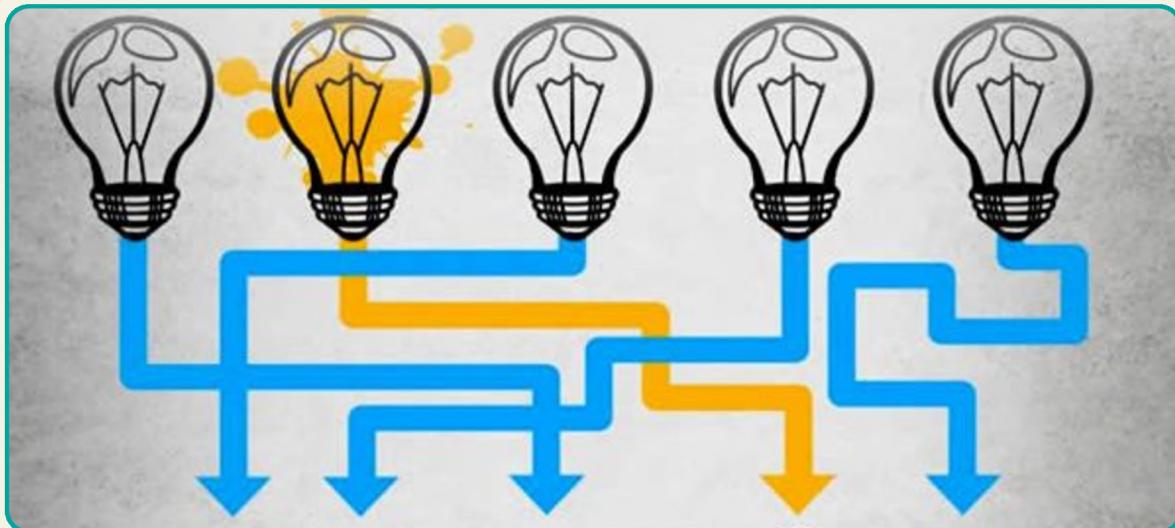
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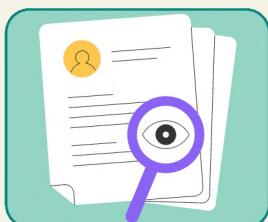
01

The Basics



1.1 Identifying the Problem

Before diving into fixes, take a moment to identify the problem. Understanding what's happening will help you save time and apply the right solution. This chapter will discuss the basic troubleshooting steps in detail.



Step 1 Observe and Describe

Describe the Problem

- What's not working?
- When did it start?
- Any error messages?

Document All Findings

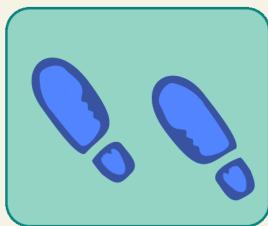
- Take screenshots of error messages.
- Write down the steps that led to the issue.
- Keep a troubleshooting log to track what you tried and what didn't work.



Step 2 Ask Questions

Ask Yourself (or The User)

- What were you doing when the problem occurred?
- Any new software installed or updates made?
- Were any settings changed recently?
- Were any new devices plugged in?
- Does it happen all the time or occasionally?
- Have you tried anything to fix it?



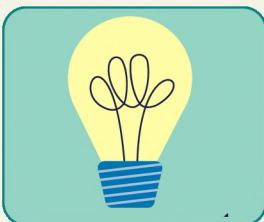
Step 3 Gather Clues

- **Use Task Manager:** (*Ctrl + Shift + Esc*)
Check for programs that are not responding or using too much CPU.
- **Check Event Viewer:** (*Win + X > Event Viewer*)
Look for logs related to crashes or errors.
- **Inspect Device Manager:** (*Win + X > Device Manager*)
See if any hardware shows a yellow warning icon.



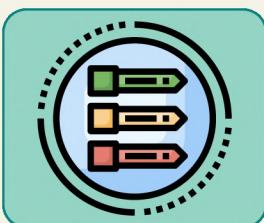
1.2 Establish & Test Theories

Now that you know what the problem is, it's time to think about what might be causing it. Develop potential reasons for the problem by looking at the information gathered. Then, test your theory to see if that fixes the issue.



Step 1 Brainstorm Possibilities

- **Software Issues:** Corrupted files, outdated drivers or bugs.
- **Hardware Issues:** Loose connections, faulty components.
- **User Configuration Issues:** Wrong settings or misconfigurations.
- **Network Issues:** Lost, slow or lagging connections.



Step 2 Prioritize Likely Causes

- Start with the most likely causes to simple and common issues.
- Move on to more complex theories if the simple ones don't work.



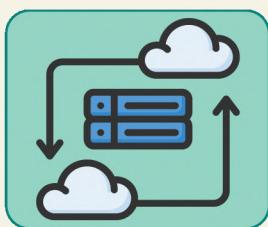
Step 3 Test Your Theory

- **Restart the Device:** Often times this may fix temporary glitches.
- **Try a Different Device:** See if the issue is specific to just one computer.
- **Update Driver or Software:** Sometimes a quick update fixes the problem. Go to **Device Manager** to update the necessary drivers.



1.3 Implementing a Plan of Action

Once you've confirmed the cause, it's time to take action and fix it. Keep your steps organized and intentional to avoid making things worse.



Step 1 Prepare for Solutions

Before you start to apply your theories into action be sure to do these first:

- **Backup Important Data** to avoid losing important files.
- **Make Note of Changes** to document what you're about to do.



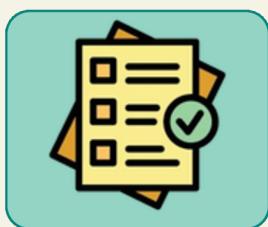
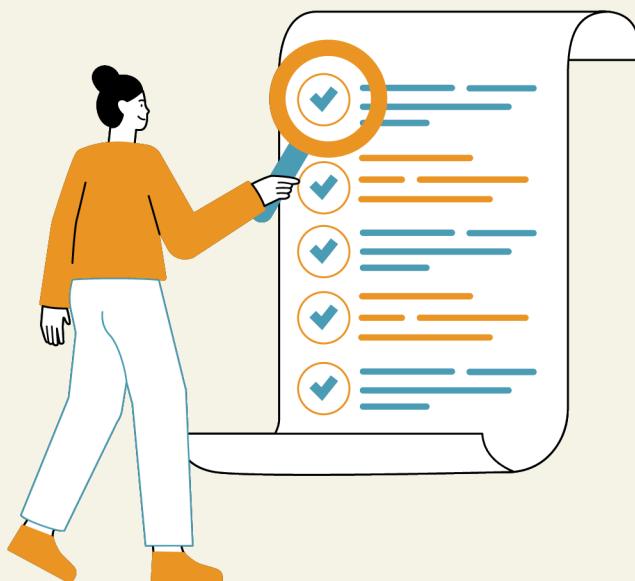
Step 2 Apply the Solution

- **Software Solutions:** Update or reinstall the problematic application.
- **Hardware Solutions:** Reseat cables or replace faulty parts.
- **Configuration Solutions:** Adjust settings to their default or recommended state.
- **Network Solutions:** Reset IP and Ethernet or Wi-Fi settings.



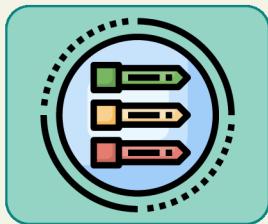
Step 3 Restart and Test

- **Reboot the Computer** to apply changes and clear temporary glitches.
- **Retry the Problematic Task** to verify the issue is resolved.
- **Test Network Connectivity:** by opening a browser to access websites or use ping google.com in the command prompt.



1.4 Verify and Document the Solution

Just because the problem seems fixed doesn't mean it's completely resolved. Make sure to verify full system functionality and document your solution for future reference.



Step 1 Test Functionality

- **Re-Run the Problematic Program** to check that it works without errors.
- **Perform a Few Other Tasks** to make sure the system is stable.



Step 2 Monitor Performance & Document Solution

- **Check CPU and Memory Usage** to make sure nothing unusual is running.
- **Observe for Recurrence** and keep an eye out on the system for a few days.
- **Document the Outcomes** on what worked and didn't work for the issue.

02

Hardware Issues



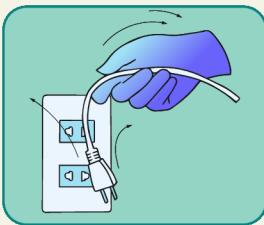


2.1 Power & Startup

Computers and gadgets are amazing tools... until something happens and it just won't turn on or maybe stops responding. Don't worry! This chapter is all about solving those hardware headaches and getting your devices back in action.

Sometimes your device just doesn't want to wake up and this could be because:

- The battery is dead or not charging properly.
- The power cable is damaged or not connected.
- There's an internal hardware issue like a fried motherboard or power button.



Step 1 Check the Cables

Before you try advanced solutions, start with the simple stuff first:

Make Sure It's Plugged In

- Double check that the power cable is secure and connected to the device and the power outlet
- Try a different outlet to see if the current one isn't working.

Inspect the Power Adapter

- Look for frayed or broken cables or bent pins.
- Try using a different charger if you have one handy.



Step 2 Power Cycle Reset

A power cycle can fix weird startup issues. Here's how to clear any residual power that may be left in the device and reset internal components.

Reset and Restart the System

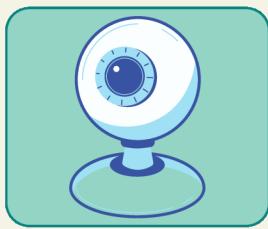
- Unplug the device from the power source.
- Remove the battery (if possible).
- Hold down the power button for 10-15 seconds.
- Plug it back in and try to power it on again.



Step 3 Check for Damages

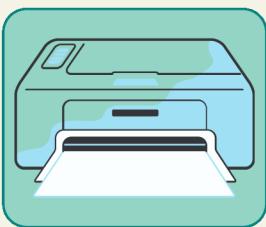
If the device still won't power on, inspect for signs of physical damage. If at any time you suspect internal damage it may be time to contact a professional or check your warranty.

- Burn marks, strange smell, or loose parts can indicate internal damage.
- Listen for weird noises like clicking or buzzing when trying to start up.



2.2 Peripheral & Connectivity

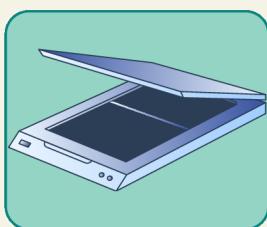
Peripherals like keyboards, mice, printers and scanners are essential for getting work done and staying connected, but they can become a major headache when they stop responding. Don't panic. We'll make sure your devices are back working in no time. Here's break down on how to fix these issues:



Printer

Printer Not Printing? Here are the common causes:

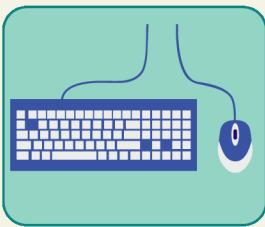
- **Paper Jam:** The most common issue for printers. Check for stuck paper. Gently remove if jammed. Make sure paper is loaded properly in tray.
 - **Out of Ink/Toner:** Low levels can stop printing or make prints look faded.
 - **Connectivity Issues:** May not be connected to Wi-Fi or the computer. Unplug it, wait a minute, then plug back in.
 - **Reinstall Printer Drivers:** Go to **Device Manager > Printers**, right-click your printer and select **Update Driver**. Or visit the manufacturer's website for the latest driver.
-



Scanner

Why Isn't It Scanning? Scanners fail for a few reasons. Try these steps:

- **Reconnect USB:** Cable may be loose or disconnected. Plug in securely.
- **Restart:** Sometimes a reboot fixes the glitch. Restart scanner and device.
- **Update Driver:** Go to **Device Manager > Imaging Devices**, right-click your scanner and select **Update Driver**.
- **Test with Another Software:** Try scanning using a different application to see if it is a software issue.



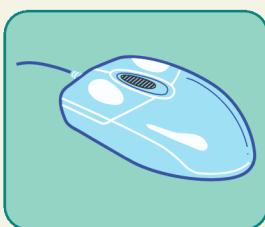
Keyboard

Wired Keyboard:

- **Check USB Connection:** Might be a bad port. Insert into a different port.
- **Reset and Restart:** Unplug and plug back in, or restart the computer
- **Test on Another Computer:** This will help to figure out if it's the keyboard.
- **Update or Reinstall Driver:** Go to **Device Manager > Keyboards**, select your keyboard, right-click and **Update Driver**.
- **Uninstall Device:** if updating doesn't work. Then restart your computer. Plug in keyboard again and Windows will automatically re-install the driver.

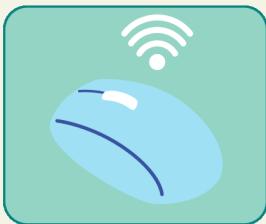
Wireless Keyboard:

- **Replace Batteries:** This is most common for wireless electronics. Recharge if necessary. Turn keyboard off then back on.
- **Restart Bluetooth:** Bluetooth connection can get interrupted at times. Open Bluetooth Settings, remove keyboard from the Paired List.
- **Re-pair to Bluetooth:** Put keyboard into pairing mode as per the manual.
- **Check for Interference:** Move away from devices that may emit signals, such as: Wi-Fi routers, Microwaves, and other Bluetooth devices.
- **Reinstall Wireless Drivers:** Go to **Device Manager > Bluetooth or Universal Serial Bus Controllers**, right-click and choose **Update Driver**. Restart your computer.



Wired Mouse

- **Check Connection:** Unplug and re-plug into a different USB port.
- **Inspect Cable:** Look for signs of fraying or damage.
- **Test on Another Computer:** Determine if the mouse is faulty.
- **Clean Optical Sensor:** Gently wipe with a dry, soft cloth. Never use wet wipes or cleaning sprays on wired or wireless mice.



Wireless Mouse

- **Check Batteries:** Replace the batteries or recharge the mouse.
 - **Re-pair the Mouse:** Go to **Settings > Bluetooth & other devices**, unpair the mouse and pair it again.
 - **USB Dongle Reset:** Unplug USB, wait a few seconds, then plug it into a different USB port.
 - **Check for Interference:** Turn off any inactive Bluetooth devices. Move away from routers or metal objects. Try using a USB extension cable closer to it.
-



2.3 RAM & Storage

Is your computer feeling sluggish?

Your RAM and storage are like its brain and filing cabinet -- if they're full or not working right, your computer slows down, crashes, or just won't perform like it should.

If your RAM is low, your computer doesn't have enough memory to run apps or multitask. If your storage is full, your hard drive or SSD is too full, which slows down performance. Apps could be running in the background without you realizing it. Or in most extreme cases, it could be faulty RAM or storage device with physical damage or internal corruption.

Let's figure out why your system is crawling and how you can get it back running smoothly again and performing at its best!

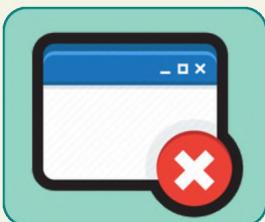


Step 1 Check Available RAM and Storage

First things first, let's see what's actually going on before jumping in to fixes.

- Open **Task Manager** by pressing **Ctrl + Shift + Esc**.
- Go to **Performance Tab** to check your Memory (RAM) and Disk Usage.
- If RAM is too high (consistently above 80%) it might be a problem.

That takes us to the next step on how to free up RAM and Storage.



Step 2 Free Up RAM

Try these next steps if your RAM is too full:

Close Unnecessary Programs:

- Right-click the program in **Task Manager** and select **End Task**.

Disable Startup Programs:

- Open **Task Manager**, go to **Startup**, and disable unnecessary apps.
-



Step 3 Free Up Storage Space

If your storage drive is full, your computer can become unresponsive. Let's get rid of some stuff to make more space available by trying the following:

Delete Unnecessary Files:

- Go to **Downloads, Documents, and Desktop** and clear out old files.
- Empty your **Recycle Bin** or **Trash**.

Uninstall Unused Programs:

- Go to **Settings > Apps**, and uninstall apps you no longer need.



Step 3 (cont.) Free Up Storage Space

Use Disk Cleanup:

- Search “Disk Cleanup” in the Start Menu
- Select a Drive (usually C:)
- Check the boxes for temporary files, cache, and other junk.
- Click “OK” to free up space.



Step 4 Run Diagnostics

Sometimes the RAM itself might be failing, causing crashes or freezes. Here's how you can run a diagnostics to check for any RAM issues

- Press **Win + R**, type **mdsched.exe** then **Enter**.
- Then click **Restart and Check Problems**.
- Your computer will scan for RAM issues and report back on reboot.



Step 5 Upgrade RAM or Storage

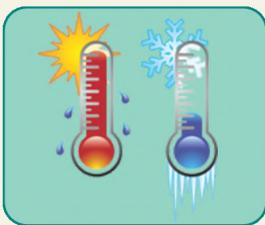
If you're constantly running out of memory or storage space, it might be that time for an upgrade. Try any of these suggestions below:

Add more RAM:

- Check your computer’s maximum capacity and add more sticks if possible.

Replace or Upgrade Storage:

- Consider switching to an SSD if you’re still using an HDD for a major speed boost.

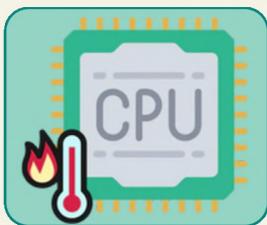


2.4

Overheating & Cooling

Devices can get really hot, especially when they're working hard or when dust and grime build up. Overheating can cause random shutdowns, performance drops, and even hardware damage.

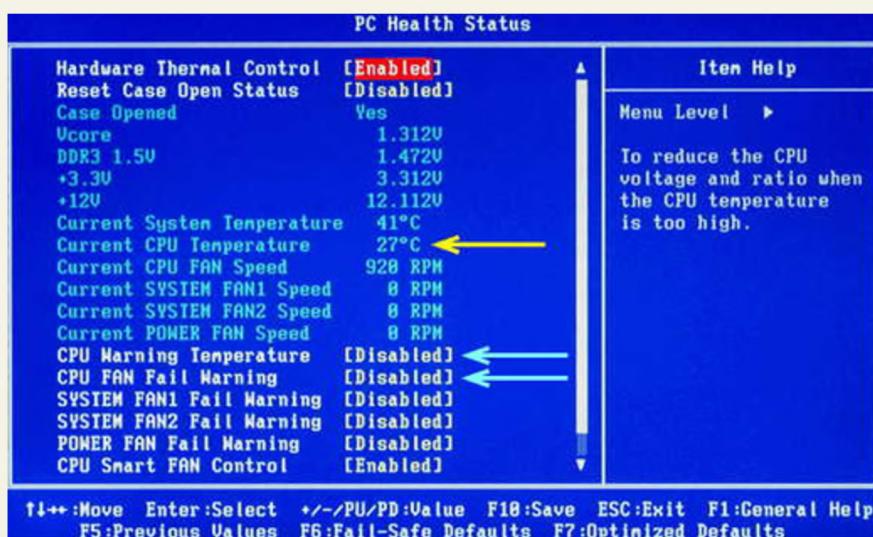
When your computer gets too hot to handle, this can happen due to either dust buildup causing blocked airways and clogged fans, or poor ventilation from using your laptop on soft surfaces like couches or beds. Or maybe, its time for a replacement. But don't stress, we are about to cool things down!



Step 1

Check Temperature

Your computer's **BIOS (Basic Input/Output System)** is one way to check your computer's temperature. To access the BIOS settings restart computer and press **F2 or Del** continuously while booting. Go to **PC Health Status** or **Hardware Monitor**. You will see the temperature and other hardware information.



Source: whatsoftware.com

- You can also download third party software such as **HWMonitor** or **Core Temp**.
 - Safe temperatures for CPU: below 80°C and for GPU: below 85°C.



Step 2 Clean Fans & Vents

Dust is the number one cause of overheating. Devices need to be clear of debris and enough space is needed to breathe to improve air circulation.

- **Turn off** and unplug your computer.
- **Use compressed air** to blow out dust from vents and fans.
- **Clean the fan blades**, if you're able to reach them with a soft brush.
- **Check for obstructions** to make sure nothing is blocking the airflow.

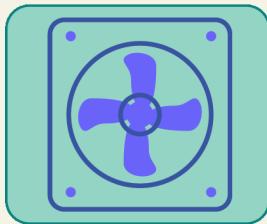
- **Avoid** using your laptop on the bed or couch or any soft surfaces.
- **Laptop stands and cooling pads** also help to improve ventilation and boost airflow with built-in fans.



Step 3 Adjust Settings to Reduce Heat

Sometimes, your computer may just need some tweaking and adjustments. Let's try re-adjusting some settings first before opting for replacements:

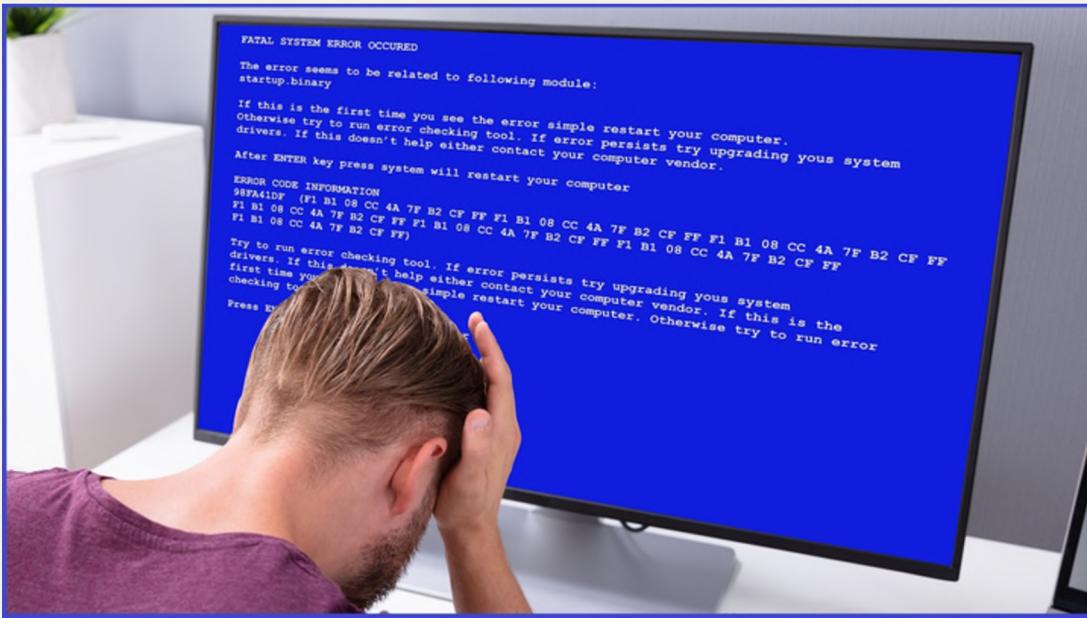
- **Reduce performance settings:** this can help to slightly reduce heat. Go to **Control Panel > Hardware & Sound > Power Options**
- Enable **Power Saving mode** to lower the workload on your hardware.
- Close intensive programs in the background when not using them.



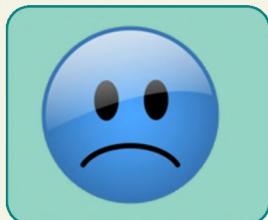
Step 4 Replace or Upgrade

If the worse comes to worst and your cooling setup just isn't enough, it may be time for an upgrade or replacement parts.

- **Replace the thermal paste** between the CPU/GPU and heatsink if it has dried out and lost its efficiency.
- **Upgrade the cooling fans** with higher RPM fans to move more air.
- **Add case fans** for desktops – more airflow equals lower temperatures.



Source: Deposit Photos



2.5 Blue Screen of Death (BSOD)

Ahh.. the notorious blue screen of death. It looks dramatic but it's really just your system's way of saying "Something went seriously wrong, and I had to stop to protect your files." Most of the time its caused by hardware failure, corrupted files, or faulty drivers. Let's get your system stable again.



Step 1 Take Note of Error

- Write down the STOP code or message shown on the blue screen.
- Note when the crash occurred, such as during startup or after installing something new.
- Restart your PC and see if the issue repeats or if it's a one-time glitch.



Step 2

Run System Diagnostics

- Open **Command Prompt** and run:

```
Administrator: Command Prompt
sfc /scannow
```

- Run Windows Diagnostic to check for RAM issues.
- Check Device Manager for outdated or failing drivers.



Step 3

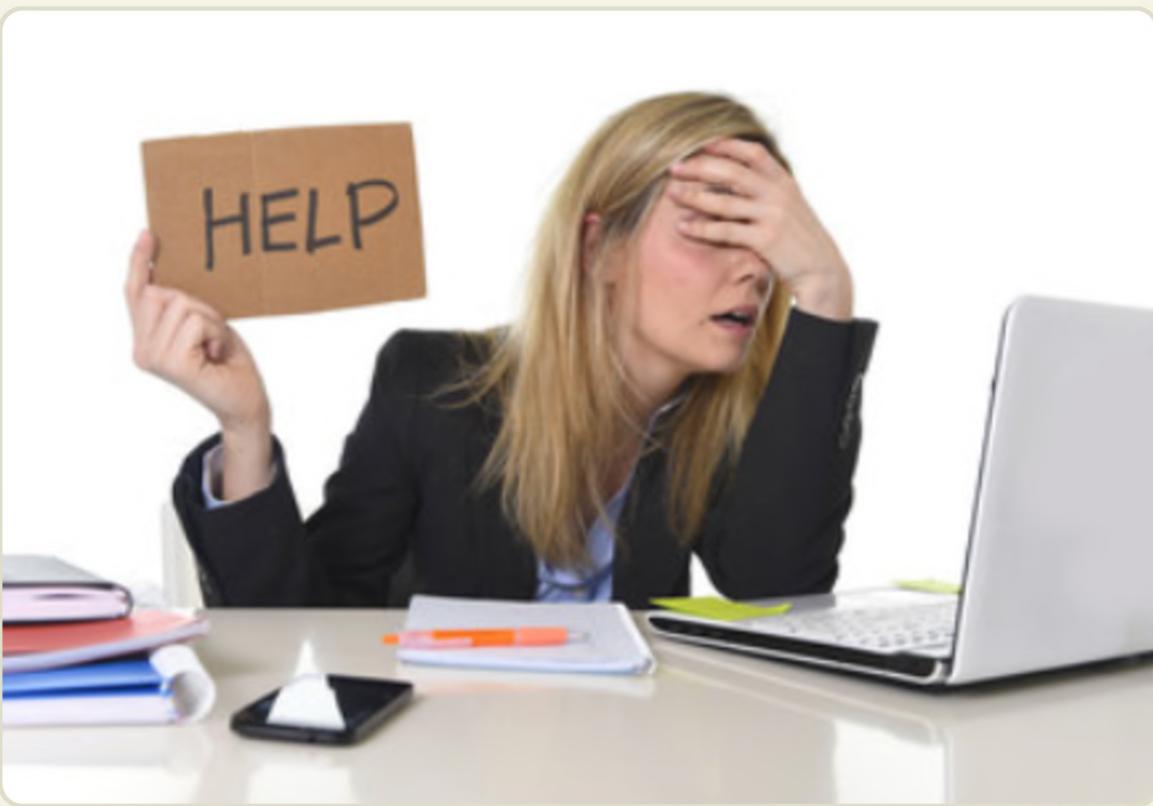
Roll Back or Update Drivers

- If a driver update triggered the crash, roll it back under **Device Manager > Properties > Driver > Roll Back Driver**.
- Use System Restore to revert your system to an earlier, stable state.
- If you're stuck in a loop, boot into Safe Mode and troubleshoot from there.

03

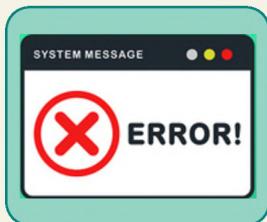
Software Issues





Source: Adobe Stock

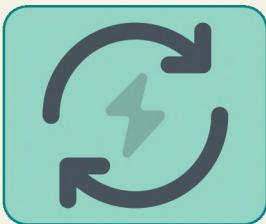
Software issues can feel like your computer's way of throwing a tantrum - - apps freezing, error messages popping up, or updates causing chaos. Don't worry! This chapter will guide you through the most common software problems and how to fix them without losing your mind.



3.1 Operating System Errors

Your operating system (OS) is like the traffic controller of your computer. When it glitches or crashes, everything can come to a screeching halt. Here's how to get your OS back on track:

- Restart and Update
- Run System Scans
- Use System Restore



Step 1 Restart & Update

Sometimes a quick reboot is all it takes to clear up minor OS glitches.

- Go to **Start > Power > Restart** and see if that does the trick.
- Check for Windows updates:
Settings > Update & Security > Windows Update > Check for updates
- Then install any updates and restart again.



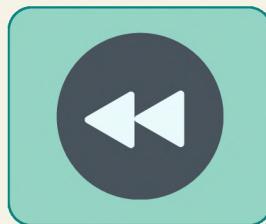
Step 2 Run System File Checker (SFC)

- Open **Command Prompt** and type the following command:
- Let it scan and repair any corrupted system files. Restart system.

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22000.18171]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>sfc /scannow
```

Source: Google images



Step 3 Use System Restore

- Open **System Restore** from the Start menu.
Control Panel > System & Security > System > Advanced Settings
- Choose a restore point from before the problem started.
- Follow the prompts to roll back changes.



Source: ImageDelivery.net



3.2 Application Crashes & Freezing

Sometimes a quick reboot is all it takes to clear up minor OS glitches.

- Press **Win + R**, type **mdsched.exe** then **Enter**.
- Then click **Restart and Check Problems**.
- Your computer will scan for RAM issues and report back on reboot.



Step 1 Force Close the App

If you're constantly running out of memory or storage space, it might be that time for an upgrade. Try any of these suggestions below:

Add more RAM:

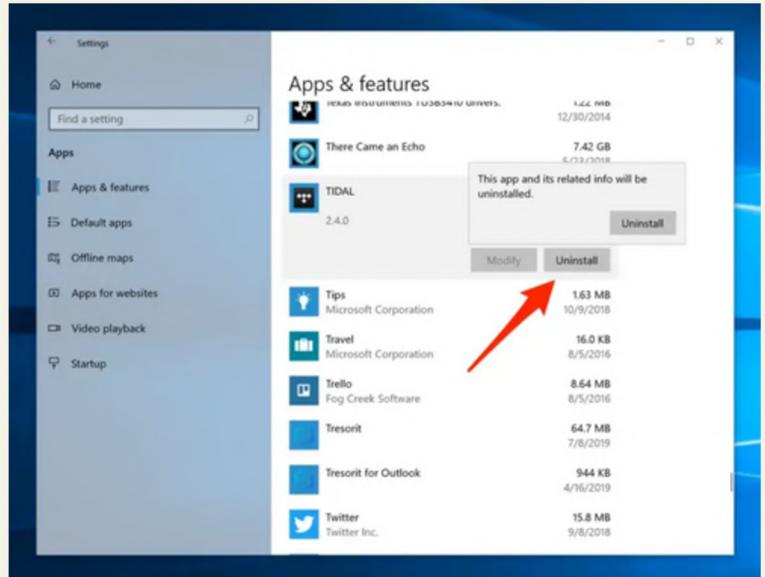
- Check your computer's maximum capacity and add more sticks if possible.

Replace or Upgrade Storage:

- Consider switching to an SSD if you're still using an HDD for a major speed boost.

Step 2 Update or Reinstall Apps

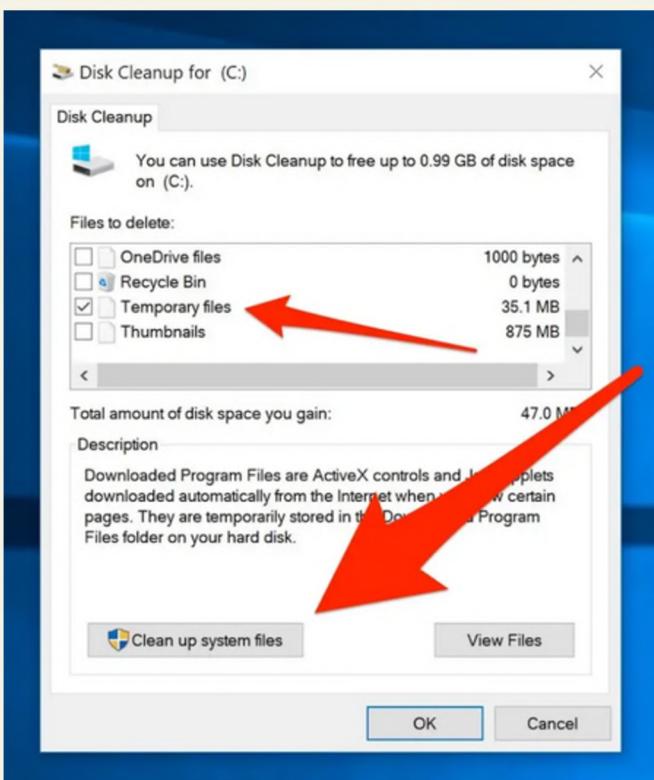
- Go to **Settings > Apps > Installed Apps**.
- Find the app, click **Update** or **Uninstall**.
- Download the latest version from the official site and reinstall.



Source: Business Insider

Step 3 Clear App Cache & Temporary Files

- Open **Disk Cleanup** from the **Start menu**.
- Select the drive (usually C:) and click **OK**.
- Check the boxes for **Temporary files**, **System cache**, and **Thumbnails**.
- Click on **Clean up system files** and confirm.

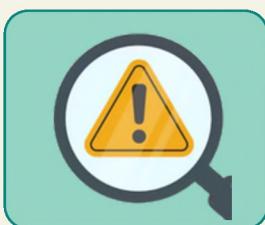


Source: Business Insider



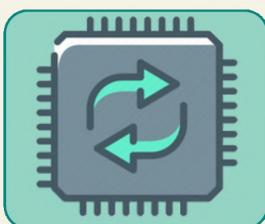
3.3 Driver Conflicts & Updates

Drivers are like translators between your hardware and software. If they're outdated or corrupted, your workstation might act weird or unusual. Let's try these troubleshooting steps:



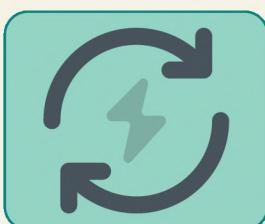
Step 1 Check Driver Status

- Open **Device Manager** - press **Win + X > Device Manager**.
- Look for yellow warning signs next to any devices.
- Right-click and select **Properties** to see the error details.



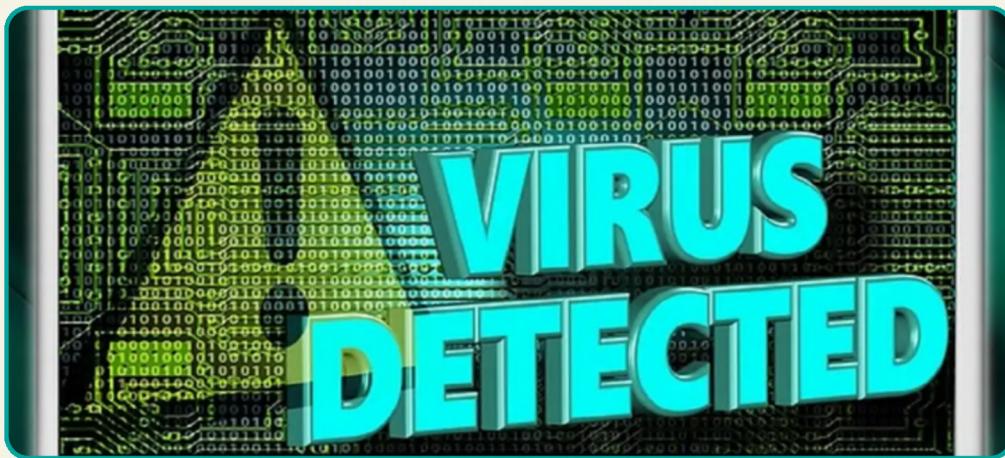
Step 2 Update the Driver

- Right-click the problem device and choose **Update Driver**.
- Select **Search automatically for updated driver software**.
- Restart the computer after updating.



Step 3 Rollback/Reinstall Drivers

- Right-click the problem device and choose **Update Driver**.
- Select **Search automatically for updated driver software**.
- Restart the computer after updating.

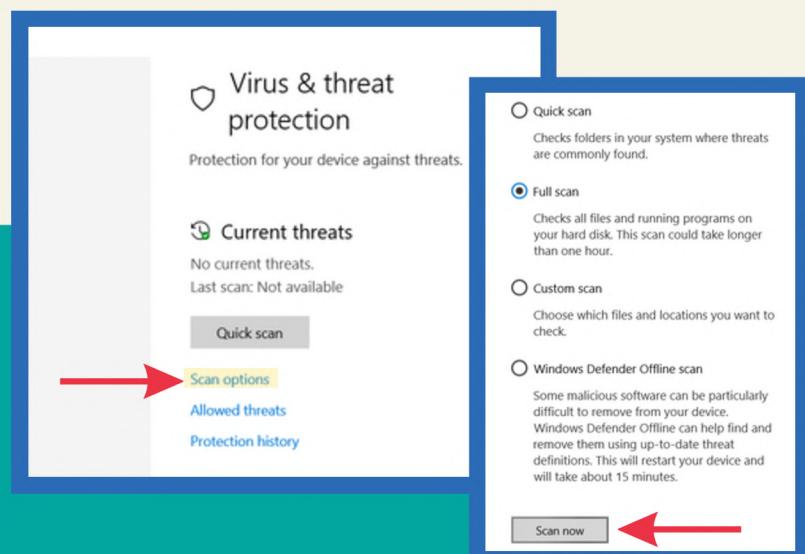


Source: Pixabay

3.4 Virus & Malware

Malware and viruses are like unwanted digital guests that sneak into your system, slow things down, mess with your settings, or even steal your personal info. They don't always show up with flashing red warnings and may even run in the background without you knowing.

This section will show you how to spot suspicious behavior, run proper scans, and remove threats so your device can run clean, smooth, and safe again. Here are some easy steps to walk you through the clean-up process.

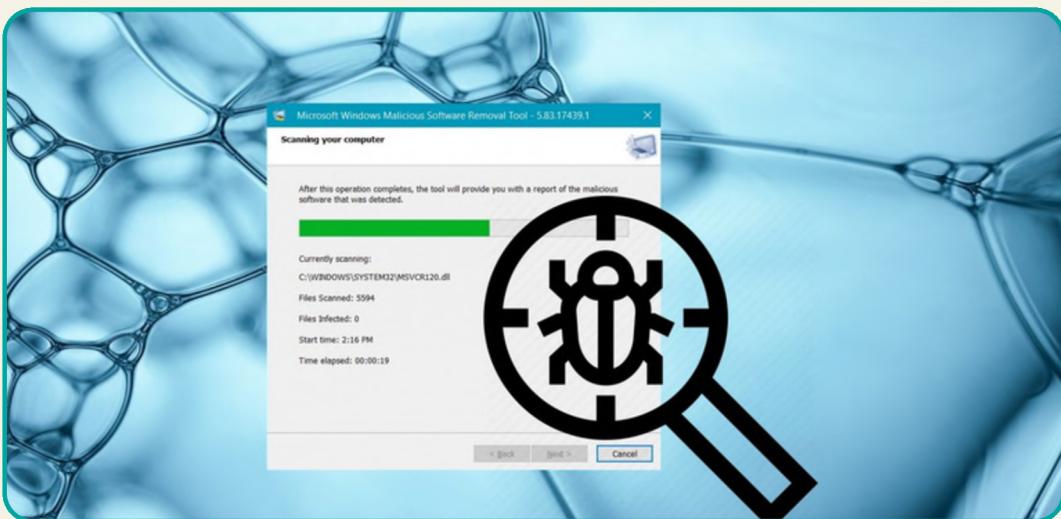


Step 1 Run a Full Virus Scan

Windows 10 has a built-in antivirus program. From the Start menu search **Virus & Threat Protection** then click **Scan Options**, choose **Full Scan** then click **Scan Now**.

Then, restart your computer to apply changes.



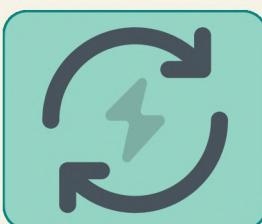


Source: WinBuzzer



Step 2 Use Malware Removal Tools

- After you restart, go back to **Virus & Threat Protection > Protection history**. Windows will automatically remove any malware that is detected.
- Another option is to use third party tools like '**Malwarebytes**' to clean up anything your antivirus missed.



Step 3 Reset Your Browser Settings

- Malware often messes with your browser.
- Open **Browser Settings > Advanced > Reset Settings** to remove unwanted extensions and changes.
- Restart your computer.

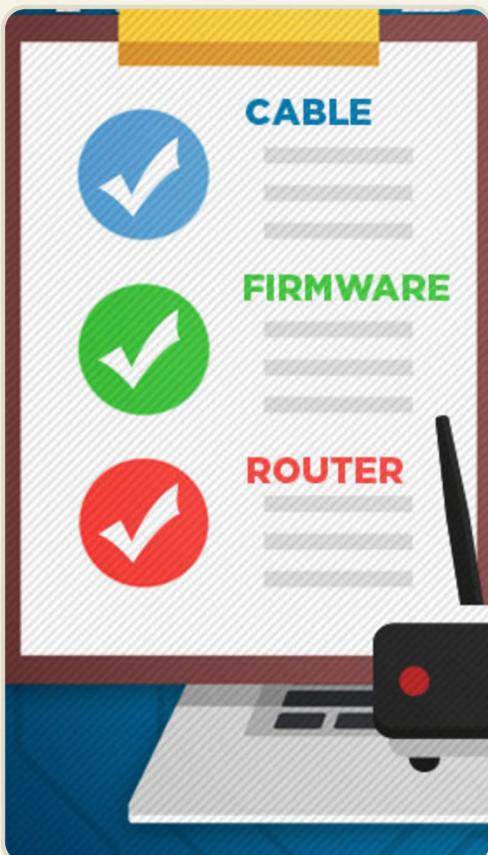
04

Networking Issues





Source: Power on Pro



Source: Nexus-net.info

4.1

Wifi & Internet

Having internet problems can slow down your productivity. Whether it's a dropped Wi-Fi signal, slow speeds or DNS errors, can turn your day upside down fast. Stay calm and troubleshoot.

In this chapter, we will break down the most common network problems and how to fix them using easy-to-follow steps. No deep tech knowledge required. All you need is a little patience and a few smart moves to get you back online.

Step 1

Restart the Router & Modem

- **Unplug both devices** for 30 seconds, then plug them back in and wait until all lights are stable.
- **Ensure the cables are all securely connected**, especially the power and Ethernet cables.
- **Move the router to an central location** away from walls and furniture.
- **Check if other devices can connect** to rule out issues with your computer.
- **Look for the Internet or WAN light** on the router to confirm its receiving signal from your service provider (ISP).



Step 2 Reset Network Adapter

- Open **Command Prompt** and enter the following command:

```
Administrator: Command Prompt
netsh int ip reset
netsh winsock reset
ipconfig /flushdns
```

- Restart the computer to apply the changes.
- Go to **Network Settings > Status > Network Reset** to completely refresh your network setup.
- Temporarily disable and re-enable your network adapter from the **Control Panel or Device Manager**.
- Check for any VPN software that may be interfering with your connection and turn it off for testing.



Step 3 Test the Connection

- Use ping google.com in **Command Prompt** to test for connection.
- You can also visit [speedtest.net](https://www.speedtest.net) to check download and upload speeds.
- Try connecting to a different Wi-Fi network, such as your phone's hotspot, for example. This is to rule out any ISP issues.
- Open multiple browsers or apps to see if the problem is isolated to one.
- Use built-in **Windows Troubleshooter - Settings > Network & Internet > Status > Troubleshooter**.



4.2 Slow Network Performance

If websites are crawling or your connection keeps cutting out, you might be dealing with interference, overload or outdated settings. This section walks you through easy ways to speed things up and stop the dropouts.



Source: Shutterstock



Step 1 Close Background Programs

- Open **Task Manager** (**Ctrl + Shift + Esc**) and check for high bandwidth usage.
- End unnecessary apps that are hogging your network.



Step 2 Update Network Drivers

- Go to **Device Manager > Network Adapters**.
- Right-click your adapter and select **Update Driver**.



Step 3 Change DNS Settings

- Open **Network & Internet Settings > Change Adapter Options**.
- Right-click your connection, choose **Properties**, then **Internet Protocol Version 4 (TCP/IPv4)**.
- Set DNS to 8.8.8.8 and 8.8.8.4 (Google DNS).



4.3 IP Address & DNS

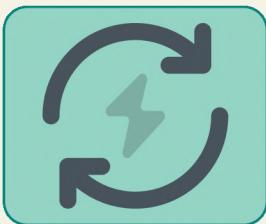
Sometimes your system doesn't know where to go online, and that's usually a DNA or IP conflict. The following steps will demonstrate how to refresh your network settings so everything routes correctly:



Step 1 Flush DNS Cache

- Open **Command Prompt** and enter the command below.
- Then, restart your computer.

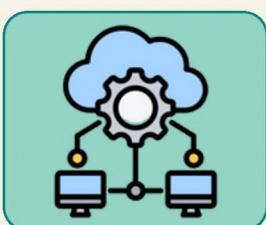
```
Administrator: Command Prompt
ipconfig /flushdns
```



Step 2 Release & Renew IP

- In the **Command Prompt**, type:

```
Administrator: Command Prompt
ipconfig /release
ipconfig /renew
```



Step 3 Reset TCP/IP Stack

- Then type this command:

```
Administrator: Command Prompt
netsh int ip reset
```



4.4 Firewall & Security

Firewalls and security tools are meant to protect you, but sometimes they block the good stuff too. This section shows you how to safely adjust firewall settings without exposing your system to risks.

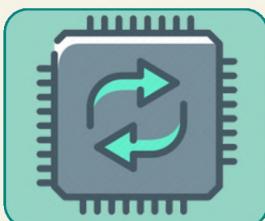


Source: Canal Ti via Youtube



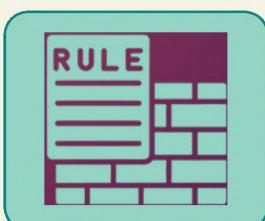
Step 1 Check Firewall Settings

- Go to Control Panel > Windows Defender Firewall.
- Click Allow an app or feature through Windows Firewall.
- Make sure your browsers and essential apps are allowed.



Step 2 Disable or Configure VPN

- Sometimes VPN can interfere with network traffic.
- To turn off your VPN and check your connection, go to **Settings > Network & Internet > VPN**.
- Select the VPN and click **Disconnect**, or **Remove** to delete.



Step 3 Reset Firewall Rules

- Go to **Windows Defender Firewall with Advanced Security**.
- In the right panel under Actions, click **Restore Defaults**.



4.5

Cloud Storage & Backup

Cloud storage is a great way to keep your files safe, synced, and accessible from anywhere. But sync problems, missing files, or backup errors can still happen. Let's make sure your cloud setup is working smoothly and your important data is protected.



Source: IT Pro Today



Step 1 Check Sync & Account Status

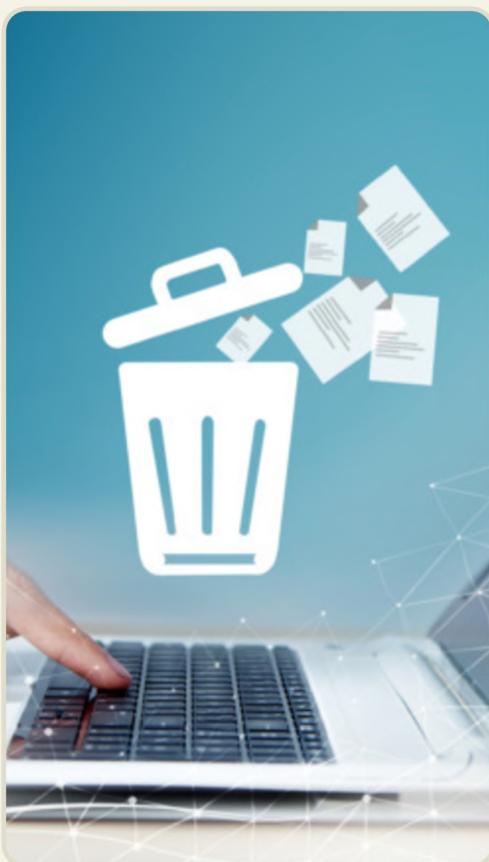
- Make sure you are signed into the correct cloud account.
- Look at the cloud icon in the taskbar. If it's paused, syncing, or has an error, click on it for details.
- Ensure your file is in the correct cloud folder so it syncs automatically.



Source: Stock Vault

Step 2 Fix Common Sync Issues

- Pause and resume syncing to refresh the connection.
- Restart your device and re-open the cloud app.
- Free up cloud storage if you're at your file limit. Delete old or duplicate files.



Source: Adobe Stock

Step 3 Recover or Reupload Files

- Check the cloud's Recycle Bin or version history to recover deleted files.
- If a file failed to upload, try re-saving and re-uploading it.
- Set automatic backups of important folders so you're always protected.



05

Preventive Practices



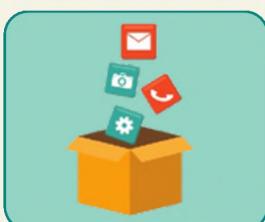
5.1 System Health

Your system slows down over time without regular cleanup. This section shows you how to declutter your computer and boost speed with just a few simple tools.



Step 1 Use Disk Cleanup

- Open **Disk Cleanup** and select temporary files, cache, and old downloads.
 - Run **Storage Sense** under **Settings > System > Storage** for automatic cleanups.
-



Step 2 Manage Startup Programs

- Open **Task Manager > Startup tab** and disable apps you don't need at launch.
- Keep background apps minimal to boost boot time and speed.



5.2 Regular Updates

Keeping your system updated is one of the easiest ways to avoid problems before they happen. This section covers how to turn on automatic updates and keep your system protected.



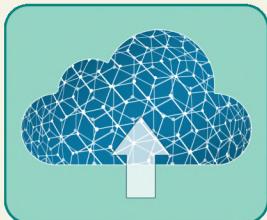
Step 1 Turn on Automatic Updates

- Go to **Settings > Update & Security > Windows Update**.
 - Click **Check for Updates** and turn on automatic downloads.
-



Step 2 Schedule Active Hours

- Set your device's active hours to avoid interruptions during school or work.
- Restart your device after updates to apply changes properly.



5.3 Data Backup Strategies

Backups aren't just for tech professionals. They're your safety net. Here's how to set up automatic backups so you never lose important files again.



Step 1 Set Up File History

- Go to **Settings > Update & Security > Backup > Add a Drive**.
 - Choose an external drive or cloud to automatically back up important folders.
-



Step 2 Use Cloud Sync Tools

- Use **OneDrive or Google Drive** to sync and back up schoolwork or personal files.
- Make sure your most important files are stored in your synced folders.



5.4 Cybersecurity Practices

You can protect your computer and files like a pro. In this section, I will break down some basic, effective habits to keep your device and information safe from common threats.



Step 1 Use Antivirus & Firewall Protection

- Make sure **Windows Security** or a trusted antivirus is turned on and up to date.
 - Keep **Windows Firewall** active to block unauthorized access.
-



Step 2 Practice Smart Browsing

- Avoid clicking unknown links or downloading from untrusted websites.
- Use strong passwords and multi-factor authentication (MFA) for your accounts.



Thank You

Thank you for allowing me to curate this guidebook and giving yourself the chance to better understand the world of troubleshooting. Whether you are here to solve a quick problem or you're building a foundation for a future in tech, know that every click, fix, and reset you attempt builds your confidence and skill.

Technology will always have it's moments but luckily you have this handy guidebook. You've learned how to stay clam, think logically, and apply real solutions to real problems. Now, that's a major win.

Stay curious. Stay patient. Keep learning.
And the next time something breaks? You'll know exactly what to do.

Good luck and happy troubleshooting!

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