

# Troubleshooting

*is a skill that can benefit many areas of your life!*

## There Are 4 Main Parts to Troubleshooting

### 1. Don't Be Afraid!

- Don't be afraid to press all the buttons and poke around the menus!
- There will be circumstances where you make the problem worse, but the pros of learning and improving your troubleshooting skills outweigh the cons of not trying.

### 2. Eliminate The Easy Stuff

- Sometimes the solution is so obvious that it's easy to miss. Try the easy stuff first!
- E.g. double-check your password, adjust the power cable, restart it.

### 3. Google It

- Type your question into Google! That's often what the person that you ask for help is going to do first anyway. Someone out there has *most likely* had the same issue before.
- Try using keywords if you're having trouble e.g. *outlook help login password*
- If you don't get any helpful results, try rephrasing the question.

### 4. Ask for Help -> Be Descriptive!

- When asking for help, include as much detail as you can!

#### Descriptive

#### Non-Descriptive

At The Mechanic	<i>My check engine light came on last night and then my car started making a banging noise when I'm stopped.</i>	<i>My car is broken.</i>
At The Doctor	<i>I've been having shortness of breath and a fever for the past two days and Tylenol doesn't seem to help.</i>	<i>I don't feel good.</i>
At Work	<i>I was trying to log in to my email, but when I press enter the page says "password incorrect." I tried this on my computer and my iPad.</i>	<i>My email isn't working.</i>

*Following these steps will make you a better problem-solver, save you and others valuable time, and help you learn new skills with greater efficiency!*



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