# 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 of 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. **Rule Out the Easy Stuff**
   - Sometimes the solution is so obvious that it's easy to miss. Make sure to rule out all of the easy stuff first, just to make sure!
   - 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 | *My check engine light came on last night and then my car started making a banging noise when I'm stopped.* | *My car is broken.* |
| At The Doctor | *I've been having shortness of breath and a fever for the past two days and Tylenol doesn't seem to help.* | *I don't feel good.* |
| At Work | *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.* | *My email isn't working.* |

*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!*

Anthony Stafford, 2020