## **4.6**

## **Assessing problems with collaborative … *asking for expert help***

## Software

## **If I encounter problems whilst using collaborative technologies, I would consider;**

● Refreshing the page

● Access the programme ‘Help’ button

● Restarting the programme

● Rebooting the computer

If these proved unsuccessful, I could research online using a search provider;

● Google

● Edge

● Firefox

● Yahoo

To ask for advice from the applications provider, access relevant blogs, I may still be able to ask my administrator [if related to a business or course], with the last resort, seeking **professional advice**, *where I may have to pay a fee.*

A common problem with software are the drivers that run the programme, they need to be updated from the manufacturers site, you may need to delete the programme and reload, if I’m still struggling to improve the programmes performance, it may be time to get professional advice.

You may also need to check that the programme meets the required **minimum requirements[[1]](#footnote-1)** the software needs of your equipment, to enable the programme to load and **run correctly.**

## Hardware

Your hardware devices that help you successfully use your IT and the software programmes, need to be compatible and meet the minimum requirements of the software, this is today almost universally programmed into software and hardware, but originally the user had to download and install the drivers.

You need to maintain and check your hardware, ensuring its working correctly, **this can be accomplished online using readily available tests for individual hardware devices.**

1. Operating system, CPU or processor speed, RAM, Storage space, audio hardware [speakers/microphone etc]., [↑](#footnote-ref-1)