

IT Support Troubleshooting: A Streamlined Approach

1. Understand the Issue:

- ☐ What's happening? (Describe the problem clearly)
- ☐ Error messages? (Note them down exactly)
- ☐ When did it start?
- ☐ How often?
- ☐ What were you doing?
- ☐ Ask clarifying questions to get the full picture.

2. Hypothesize Potential Causes:

- ☐ Check the basics: Power, cables, network connection?
- ☐ Recent changes? New software/hardware/updates?
- ☐ Software conflict?
- ☐ Malware a possibility?
- ☐ Hardware issue?
- ☐ Permissions problem?

3. Test Your Theories:

- ☐ Try quick fixes: Reboot, check connections, clear temp files/cache.
- ☐ Isolate the problem: Disable/uninstall recent software, test different hardware.
- ☐ Safe Mode: Does it still happen with minimal startup?
- ☐ Run diagnostics: Use system tools (Event Viewer, Task Manager) or dedicated software.
- ☐ Scan for viruses/malware.

4. Take Action:

- ☐ Develop a clear plan based on the confirmed cause.
- ☐ Implement the fix carefully.

5. Confirm and Prevent:

- ☐ Thoroughly test to ensure it's fixed and nothing new broke.
- ☐ Implement preventative steps (updates, training) if needed.

6. Document Everything:

- ☐ Record the problem, steps taken, solution, and prevention measures.