General Troubleshooting SOP

Purpose

To provide consistent, efficient, and standardized troubleshooting procedure for resolving the most common laptop and phone issues faced by employees. This SOP ensures reduced downtime, improved support quality, and enhanced documentation. Applies to all IT support staff troubleshooting issued laptops and mobile phones.

1. General Troubleshooting Workflow
2. Receive ticket and classify issue type
3. Determine severity, urgency, and data loss risk
4. Follow relevant decision tree
5. Log actions and resolution
6. Escalate if unresolved
7. Common Laptop Issues for Windows/macOS
8. Laptop Won’t Power On

Is the battery charged or device plugged in?

* No 🡪 Plug in and retry. Still no? Try alternate charger.
* Yes 🡪 Check power button response:
  + - No LED or fan noise 🡪 Hold power 10 seconds, try again.
    - Still dead 🡪 Try hardware reset and remove battery if applicable.
    - Still unresponsive 🡪 Escalate as hardware failure.

1. Laptop Is Slow

Is the device fully updated?

* No 🡪 Run OS + driver updates.
* Yes 🡪 Check Task Manager/Activity Monitor for:
* High CPU usage 🡪 Identify app 🡪 Kill/uninstall or escalate.
* Low RAM 🡪 Reboot and reduce startup apps.
* Full disk 🡪 Free up space or add storage.

1. Can’t Connect to Wi-Fi or Internet

Other devices working?

* No 🡪 Network issue. Restart router.
* Yes 🡪 Restart laptop.
* Still issue 🡪 Reconnect to Wi-Fi manually.
* Reset network settings as a last resort.

1. Application Not Working or Missing

Installed on the system?

* No 🡪 Manually install the application.
* Yes 🡪 Check app updates and reboot.
* Still fails 🡪 Reinstall app.
* Persistent crash? 🡪 Check logs and escalate, if needed.

1. Common Phone Issues for Android/iOS
2. Phone Not Powering On

* No 🡪 Charger for 30 minutes and try again.
* Yes 🡪 Force reboot (power + volume down for 10 seconds).
* Still unresponsive 🡪 Replace cable or power brick.
* Still fails 🡪 Escalate as hardware issue.

1. No Cellular/Data Connection

Airplane mode off?

* No 🡪 Turn off Airplane mode.
* Yes 🡪 Restart device.
* Still fails 🡪 Reset network settings.
* Contact carrier if unresolved.

1. Can’t Access Work Email/Apps

Is device enrolled in MDM?

* No 🡪 Enroll device.
* Yes 🡪 Confirm correct account signed in.
* Re-sync apps 🡪 Restart device.
* Remove and re-add Microsoft account.

This SOP should be reviewed quarterly or whenever major tools, devices, or procedures changes.