BASIC COMPUTER TROUBLE SHOOTING

MY COMPUTER FREEZES OR IS BEHAVING STRANGELY

- Try **restarting** your computer. Many basic problems can be resolved easily and quickly this way.

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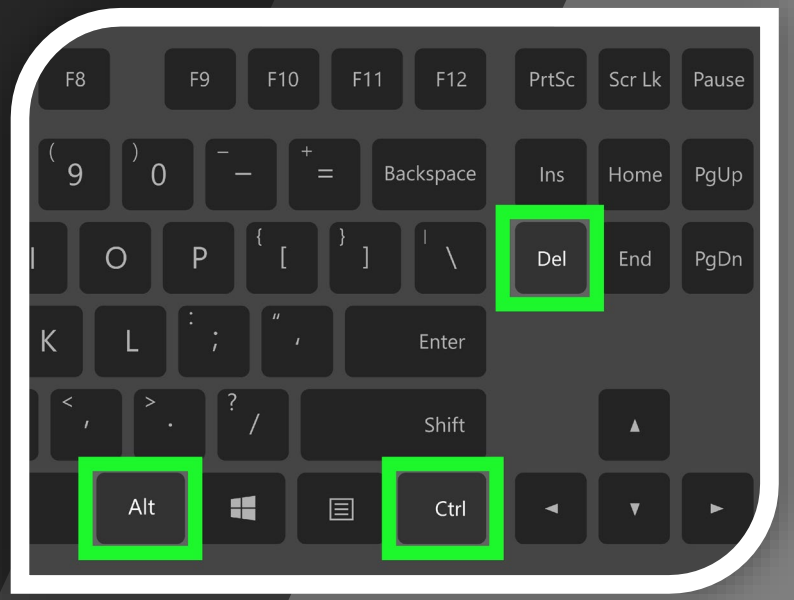
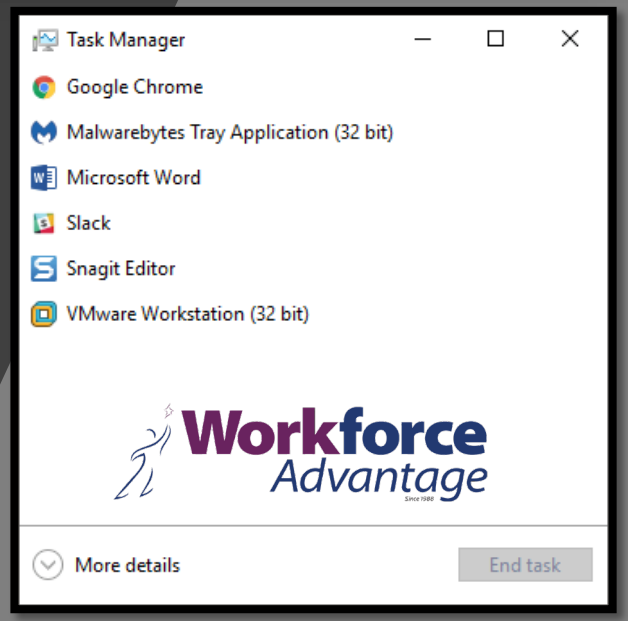
MY COMPUTER FREEZES OR IS BEHAVING STRANGELY

- Press the **Ctrl & Alt & Del keys** on your **keyboard** together at the same time. This should bring up a **menu** that will allow you to run **Task Manager**. In **Task Manager**, switch to the **Applications tab**. Highlight any **programs** with the status **'Not Responding'** and choose **End Task**.





You may be asked to confirm if you want to end the **unresponsive program**, so choose Yes. Do this for all programs that are not responding.

MY COMPUTER FREEZES OR IS BEHAVING STRANGELY

- If all else fails and you cannot **shutdown/restart** your computer, then hold down the **power button** on the machine until it forcibly turns off. Wait a few seconds and then turn it back on again.

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MY COMPUTER DOESN'T POWER UP

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MY COMPUTER DOESN'T POWER UP

- Check that all the **cables** are securely plugged into the back of the **machine** and the **monitor.**
- Check that the **power cables** are plugged into a **power socket** and the socket has been turned on.

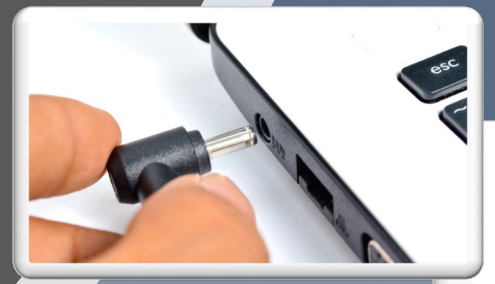
MY COMPUTER DOESN'T POWER UP

- Try using a different **power socket** or, if you are using a **power extension strip**, plug the **power cable** directly into a **power socket** in the wall.
- Replace the **power cable** with one that you know works.

MY COMPUTER DOESN'T POWER UP

Check if there are any lights on at the front of the machine:

- If there are lights on the machine but not the monitor, then it's probably a monitor issue.
- If there are lights on the monitor but not the machine, then it's probably a machine issue.
- If there are no lights on anything, then it may be possible there is a local power cut.



With laptops, try removing the power cable and the battery. Hold down the power button for about ten seconds, and then plug the battery and power cable in again. Press the power button to see if it switches on.

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NOTHING APPEARS ON THE MONITOR

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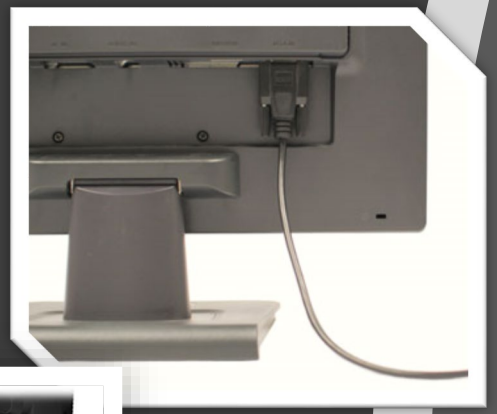

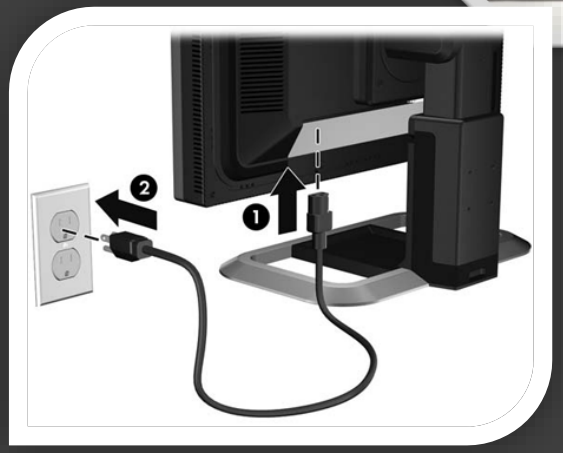

- Make sure both the **computer** and **monitor** are on.
- Make sure the monitor is securely plugged into the computer.
- Make sure the **power cable** is **firmly plugged** into the monitor.
- Some computers have **multiple display ports**, so make sure you have plugged the monitor into the correct one. Try each one in turn, switching the monitor off then on in between moves.

NOTHING APPEARS ON THE MONITOR

- Most monitors have a **status window displayed** when you turn it on. Check if you can see this **status window** when you press the power button on the monitor. You can also try this with the **menu button** on the monitor, which should bring up an options menu on the **screen**. This shows the screen is working ok, so it may be an issue with the **video cable** from the monitor or the machine itself.

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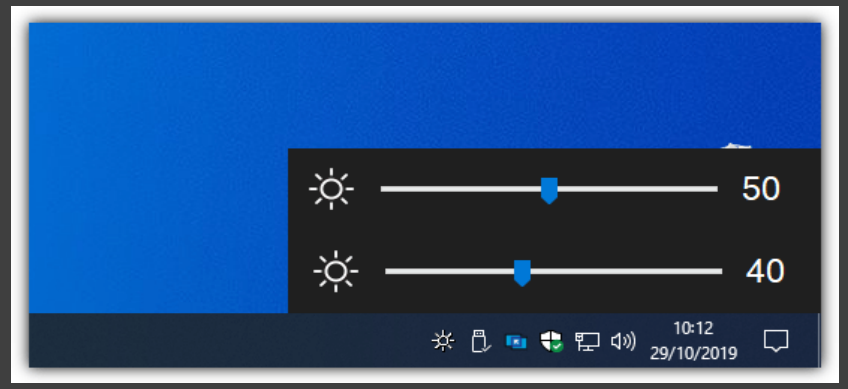

NOTHING APPEARS ON THE MONITOR

- Check the **brightness & contrast levels** of the monitor via the **menu button**, to make sure it has not been set too dark.
- Move the **mouse** or press any **key** on the **keyboard** to make sure the **screensaver** hasn't activated or that the computer hasn't gone into **standby/ hibernation mode**.

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KEYBOARD/MOUSE DOES NOT WORK

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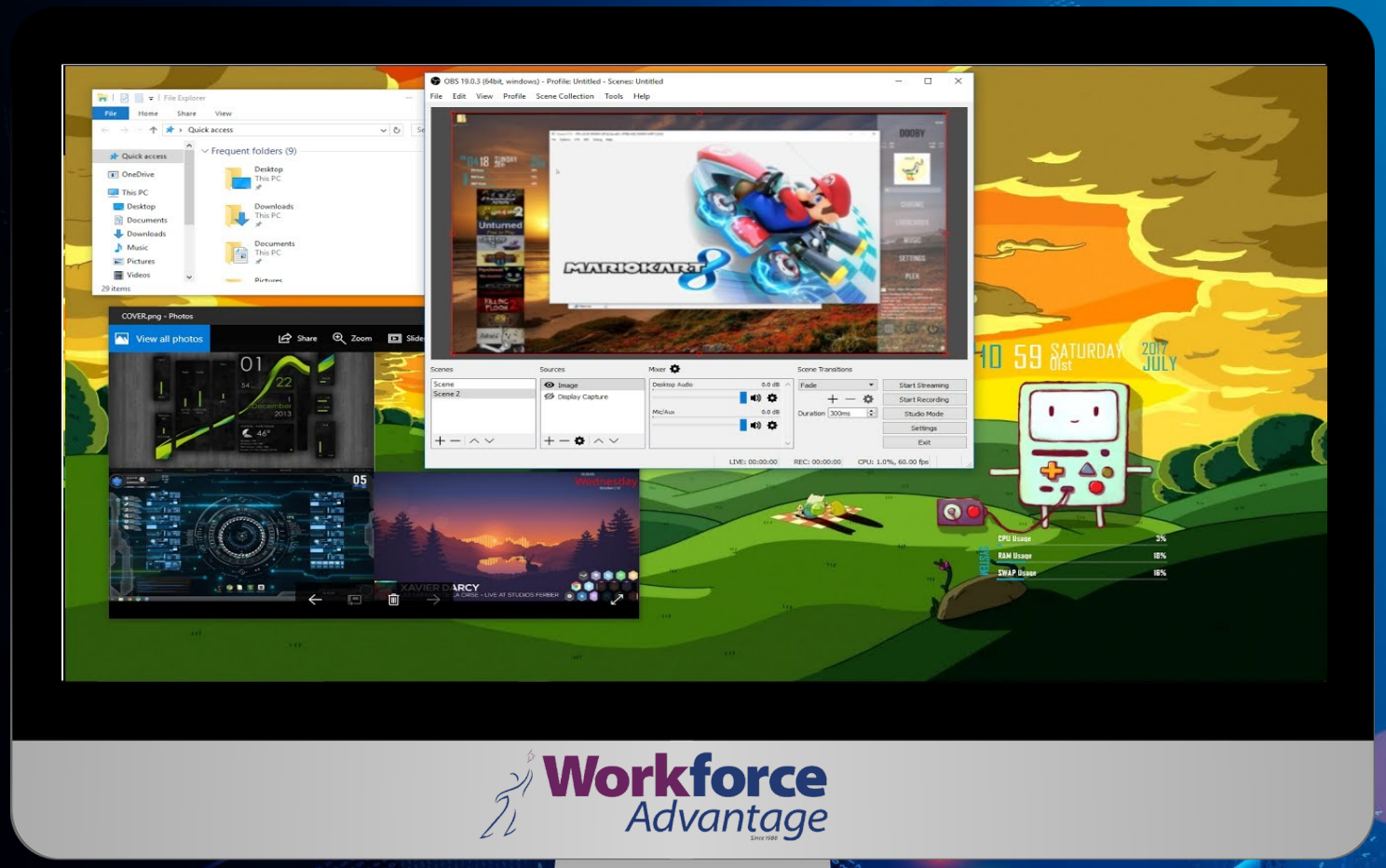
- Make sure the keyboard/mouse is firmly plugged into the back of the computer
- Try unplugging one or both, and then reinserting it into the back of the computer
- Try plugging your USB keyboard/mouse into a different USB socket
- Replace the keyboard/mouse with one that you know works

KEYBOARD/MOUSE DOES NOT WORK

KEYBOARD/MOUSE DOES NOT WORK

- If you cannot see any lights on your keyboard when you press the Caps Lock or Num Lock key, it may be a dead keyboard
- Make sure there is no dirt or fluff clogging up either the optical laser or roller ball on the underside of your mouse or keyboard. It may require a clean
- If you are using a wireless keyboard/mouse, try pressing the reset button on the device or replace the batteries.

Run fewer programs at the same time



Run fewer programs at the same time

- Don't have too many programs running at the same time. Each running program consumes a bit of the system's resources. Have multiple open windows for the same program (e.g. having three Word documents open) also lowers resources as each window takes up a bit of memory and processing power.
- If you are not using an open file or program, close it so that the files/programs you are working in can speed up a little.

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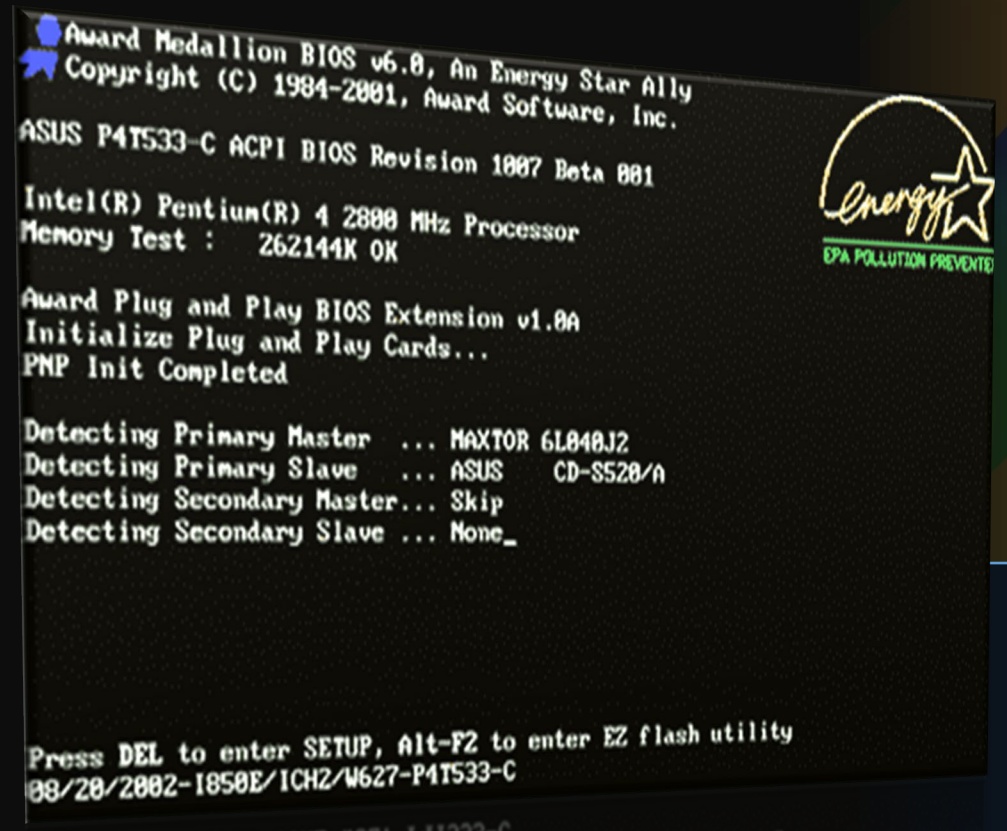
Restart your computer



Restarting

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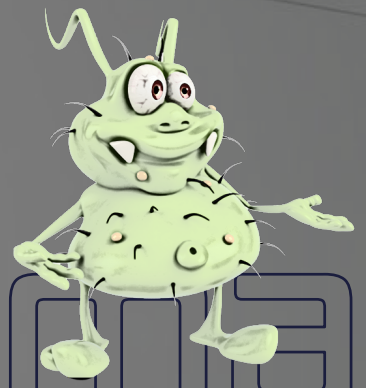
Restart your computer

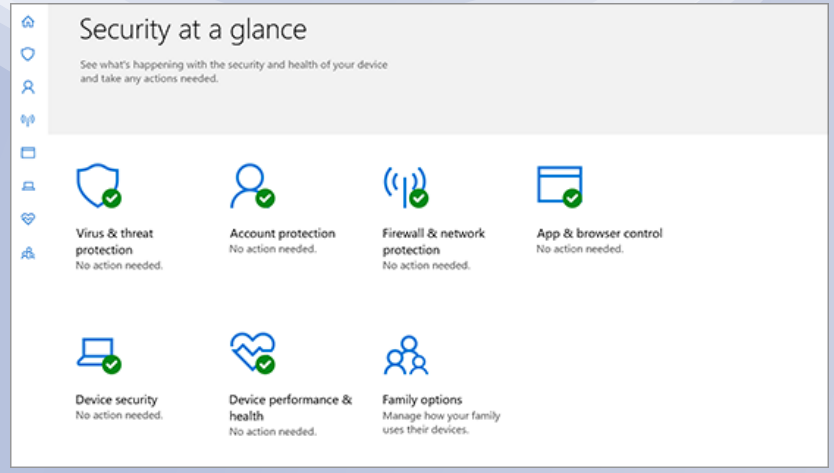
- If you haven't restarted your computer for a while, or your normally put it into Sleep or Hibernation modes, allow it to restart. This clears the memory and allows your system to 'clean boot', freeing up resources in the process.

Remove viruses and malware



Workforce Advantage

Remove viruses and malware



Windows 10 includes **Windows Security**, which provides the latest antivirus protection. Your device will be actively protected from the moment you start Windows 10.

Windows Security continually scans for malware (malicious software), viruses, and security threats. In addition to this real-time protection, updates are downloaded automatically to help keep your device safe and protect it from threats.

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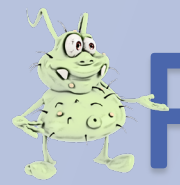
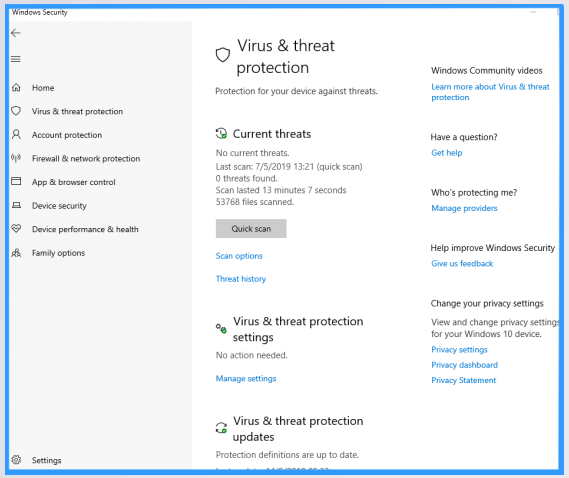
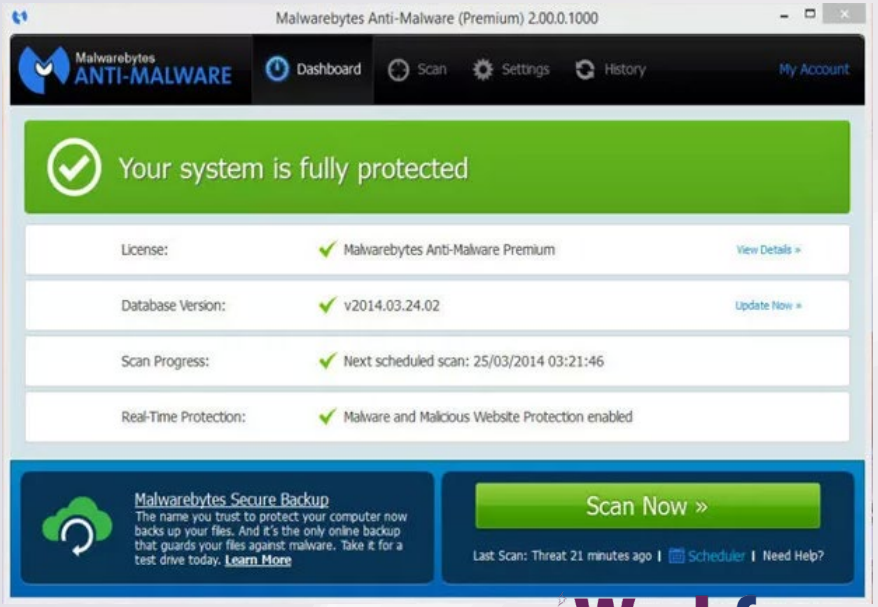


Remove viruses and malware

You can customize how your device is protected with these Windows Security features. To access them, select **Start > Settings > Update & Security > Windows Security** . Then select the feature you want to explore.



You can also use a free dedicated malware scanner such as **Malwarebyte Anti-Malware** to scan your computer.



Download, install and run it. Allow it to update itself, and then choose 'Perform full scan'

At the end of the scan click on the 'Remove selected' button to remove the malware. You may need to restart your computer.

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Tips to Troubleshoot Your Internet Connection

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If your wireless connection suddenly stops working, before trying anything else, restart your router. Here's the process:

1. **Unplug or power off your router/ modem.**
2. **Wait 2-5 minutes before plugging it back in.**
3. **Wait 5 more minutes and retry the connection.**

In most cases, this should fix your issue and allow you to get back online. If you

Home Wi-Fi Quick Fix

Dial Up your INTERNET SERVICE PROVIDER

- If you've tried everything and are still experiencing Internet connection woes, it's time to call your service provider. The problem could be on their end and may require a new connection at the pole coming into your house or new equipment such as a better modem or an amplifier.
- If you're experiencing slowdowns at certain times of the day (think after-school hours), it's possible that your ISP is simply unable to handle the increased user load, in which case you may want to find a new service provider. Lucky for you, we've tested them to find the fastest ISPs in the country.

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