

TROUBLESHOOTING TIPS

There are a million things that can go wrong with technology today. While you can always send help requests to your building principal, many problems can quickly be resolved yourself. Please try these handy tips next time you have an issue.

- ✓ **If your computer or other device won't turn on.** It may sound silly, but have you checked that the computer is plugged in (to the wall, and the back of the computer)? Be sure that it is securely attached at both ends. An unplugged computer, or one that's incorrectly plugged in, can be blamed for systems failure way more often than you might think. Sometimes the surge protector that the computer is plugged into is not turned on. These usually have power switches, which can get flipped by accident. Please check these as well. On desktop models, make sure monitors are connected and plugged into a power source. Press the power button on your computer again once you've verified that everything is plugged in where it should be.
- ✓ **If a program or printer is not working properly.** The first step is to try a good ol' fashion restart! This goes for computers, as well as mobile devices and other office machines, like printers and copiers, too. If possible, save any documents you are working on and properly restart your device.
- ✓ **If the internet is not working.** First, determine whether it's just your computer that can't connect. Ask co-workers if they're experiencing problems, too. If it is just your computer that's not online, check to see if you're connected. Check that your cords are plugged in correctly. On Windows computers, you'll find an Internet or Wireless icon at the bottom right corner of the taskbar near the clock. Click that and see whether the pop-up menu indicates whether you're connected or not. Open a web browser and try to go to www.cnn.com.