

Name: _____
Teacher: _____

Date: _____
Period: _____

Troubleshooting

There are many times when our computers do not function as we want them to. When this happens, we can apply basic troubleshooting strategies. Troubleshooting is when try to fix a problem with your computer. Some tips for fixing your computer are:

- Apply basic troubleshooting strategies such as:
 - Always check cables
 - Restart the device
 - Watch for error messages
 - Use process of elimination to rule out problems
- Understand key shortcuts to important computer processes
 - Ctrl + Alt + Delete opens the Task Manager
 - Alt + f4 closes the current window
- Find trustworthy troubleshooting solutions with Internet searches

<p>SLOW COMPUTER</p> <ol style="list-style-type: none">1. Close tabs/programs you don't need.2. Close internet and open again.3. Restart the computer.4. Remove large programs you don't need.	<p>INTERNET WON'T WORK</p> <ol style="list-style-type: none">1. Click network/wireless icon in your taskbar. Check you're connected.2. Check LAN settings (control panel – internet options – connections).3. Check LAN Cables are connected
<p>COMPUTER FREEZES</p> <ol style="list-style-type: none">1. If mouse won't move, press "Control-Alt-Delete".2. Click "Start task manager".3. Click "applications", click on frozen programs and click "end task".	<p>PAGE WON'T LOAD</p> <ol style="list-style-type: none">1. Press F5 to refresh.2. Close browser and open again.3. Try a different browser (Firefox, Chrome or Internet Explorer).4. Check internet is connected.

Answer the question with what you would do first in the scenario:

Your computer screen is not displaying anything:

Your computer is not turning on:

Your webpage says, "No internet connection":

Computer is freezing up or is too slow:

Teacher Instructions

Estimated Time: 20 minutes

Purpose: To help the student think about what to do and how to Troubleshoot

Instructions: We have a powerpoint to help, other than that just read the directions

Answers: The answers range in scope