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**

<table>
<thead>
<tr>
<th>SLOW COMPUTER</th>
<th>INTERNET WON’T WORK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Close tabs/programs you don’t need.</td>
<td>1. Click network/wireless icon in your taskbar. Check you’re connected.</td>
</tr>
<tr>
<td>3. Restart the computer.</td>
<td>3. Check LAN Cables are connected</td>
</tr>
<tr>
<td>4. Remove large programs you don’t need.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER FREEZES</th>
<th>PAGE WON’T LOAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If mouse won’t move, press “Control-Alt-Delete”.</td>
<td>1. Press F5 to refresh.</td>
</tr>
<tr>
<td>2. Click “Start task manager”.</td>
<td>2. Close browser and open again.</td>
</tr>
<tr>
<td>3. Click “applications”, click on frozen programs and click “end task”.</td>
<td>3. Try a different browser (Firefox, Chrome or Internet Explorer).</td>
</tr>
<tr>
<td></td>
<td>4. Check internet is connected.</td>
</tr>
</tbody>
</table>
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