Top Five Troubleshooting Steps

1. **POWER** – Confirm that power is running to each component that might be involved with the problem, including the computer, the monitor, the printer, the switch and the modem or router.

2. **CONNECTIONS** – Confirm that all cables are plugged in securely and in the correct location for the hardware components. Check the keyboard, the mouse, the monitor cable, and the headphones. Most of the components are color coded to the correct port on the computer.

3. **CTRL + ALT + DELETE** – If the computer is frozen, press CTRL + ALT + DELETE. Then, you can either end an application/task that is no longer responding or reboot the computer. Always remember to save your work before attempting a reboot.

4. **REBOOT** – Rebooting, or restarting, a computer is a surprisingly effective troubleshooting mechanism. This will often fix problems because it gives the computer the opportunity to close all applications, empty unnecessary data from memory, and start fresh. Rebooting is often called a “warm re-boot”. If problems still persist, you can attempt to shutdown the computer. This is also known as a “cold re-boot”, because you turn the computer off and let it “cool down” for a few seconds. Once the computer shuts down, wait for a minimum of thirty seconds and then press the power button to restart it.

5. **SHUTDOWN** – If the computer is frozen and pressing CTRL + ALT + DELETE does not even work, then you can perform a “hard” shutdown. To do this, you press and hold the power button on the computer for at least ten seconds or until you hear the power go off. It can seem like a very long time to hold the button down, but be sure to wait a full ten seconds.

**Additional Troubleshooting Information from WebJunction:**
http://www.webjunction.org/explore-topics/public-computers.html