BEFORE YOU CALL FOR IT HELP
COMMON IT TROUBLESHOOTING

Over the years, we have been asked by lots of clients to put together a list of easy tips that computer users can attempt to fix day–to-day computer issues before involving their IT Support people. Many times issues can be resolved by applying the following techniques. While this can save you money from unnecessary service calls, more importantly employees are able to return to productive work much faster.

Power Issues:

1. If the PC or laptop doesn't get going at all, first check to make sure the outlet you are plugged into is good and supplying power, next your power cable could be faulty. Check to see if you have a spare or one you can swap with yours to test on your device.

2. Verify cables are securely plugged in and lights are on/flickering. Also, check the indicator lights on the front of your computer. If it's amber or red in color instead of green, it can mean there is a problem.

Programs or Devices are not working property:

1. Reboot your computer. Power Device Down. Unplug power cable. Press and hold power button for at least 15 seconds. Plug cable back in and power up. Don't forget if your PC won't turn back on after a reboot, check to make sure you remove any USB devices from the PC and then try to turn it back on.

2. Use another computer to test your malfunctioning mouse/camera/printer, or just another USB port, to help you work out where the fault lies. If the problem vanishes, it's not the device itself that's to blame.

Computer is running slow:

1. When your computer is running slow, check other programs or websites to see if they too are running slow or if the problem rather is occurring with a specific program.

2. If operating system seems to be buggy/slow, try installing the latest updates as it will install new, fresh, non-corrupted system files.

Internet Issues:

1. Test other websites first if the website you are trying to access does not display or you think the internet access is down. Many times if other websites load properly but the one you want doesn't, it is likely an issue with the website and not your internet.

2. Try an alternative browser is a simple way to test if your Internet-related problems are being caused by your favorite browser. If you mainly use Google Chrome, try Firefox or Microsoft Edge. If the browser is to blame, make sure the website or web form you are trying to access is compatible with your browser. You also might need to install a plug-in. If you look toward the top of your browser screen there will be an indicator bar that will say something like, "you need to install "x" plug-in for this site to work properly. Simply click on the link and following the instructions.

Email not working:

1. Send a test email to yourself and verify if you receive it. If it the email app on your phone, try shutting the app down and reopening it.

2. Make sure your PC or laptop is connected to the internet and that your email program (such as Microsoft Outlook) is not set to work in "offline" mode.

These are easy tips you can follow that will likely fix many common issues you may face on a daily basis. If the problem persists, you can always contact us for assistance by visiting us on the web at **https://s1sonline.com/helpdesk** or give us a call at **260-482-2399**. We are happy to assist!