

Troubleshooting

??? COMPUTER PROBLEMS ???

Before you fill out a Computer Work Request, please do the following:

Always RESTART your computer first if you are experiencing problems, such as illegal operations, error messages, really slow speed, etc.

Proper Way to Restart:

Click on Start, Click on Shutdown (remove any disks from the computer)

Select Restart and **Wait patiently**

Login or hit escape if you don't normally login (NOTE: Windows 2000 REQUIRES you to login.)

If your computer freezes entirely, press the power button to turn it off. If it doesn't turn off – hold it in for at least 20 seconds – it should power down. If still having problems, turn in a computer work request and turn it in to the appropriate place/person for your campus. i.e. French to Mrs. Richardson, Hunt to Mrs. Rabe, Junior High to Principal, High School to Paula/Frances' in box up front.

BACK UP your files periodically. If your computer crashes, *s o m e t i m e s* we can get the files off of your computer, but other times we can't. If you get into the habit of saving your files in a specific location (like My Documents or a folder that you create, then you will have an easier time backing up your files). To backup, you can Right-Click on a folder or file and Send To 3 ½ Floppy OR Right-Click, Copy and then go to My Computer, 3 ½ Floppy A and Right Click, Paste. Never take your disk out while the disk light is on.