

Computer Troubleshooting Checklist

Stay relaxed.

Explain exactly what the problem is? _____

Has it ever worked before? _____

If yes, when was the last time it worked? _____

What has changed since it worked? _____

Cables

- √ Are all of the cables plugged in firmly?
- √ Are the pins on the cables straight and unbroken?
- √ Is the computer plugged in?
- √ Is the power strip on?
- √ Does the electrical outlet work?
- √ Exchange it with cables that work.

Disk Drives - CD-ROM Drives

- √ Is there anything stuck in the drives?
- √ Does the caddy come out?

Computer

- √ Is the power switch on?
- √ Have you tried restarting the computer?

Monitor

- √ Is the power switch on?
- √ Is the brightness or contrast adjusted?
- √ Is the horizontal or vertical contrast adjusted?

Printer

- √ Is the paper jammed?
- √ Is the online switch on?
- √ Can you print anything else from another program?
- √ Have you tried to print the document on another computer and/or printer?

Software

- √ Is the software compatible with the system and/or printer?
- √ Are you selecting the correct features?
- √ Have you read the manual?

Login to System

- √ Is your username typed correctly - upper case and lower case are important?
- √ Is your password typed correctly - upper case and lower case are important?
- √ Is the Caps lock down?
- √ Did you change your password recently?

