

## 10 Things to Do Before Calling Technical Support



*Have a computer problem? Want to save time and skip many of the First-Level Tech Support questions? Follow the tips below before you call someone and you'll be ahead of the game. It may also help your IT person fix the issue faster. Keep this sheet next to your computer for easy access and you'll find you can fix most glitches yourself! :)*

1. DON'T PANIC! (and grab your towel)
2. If your computer is smoking, don't call your IT person. Call 911. Seriously! Go now!
3. Make sure the power is on – check the power switches on your power strip, monitor, and power supply on the back of your PC.
4. Reboot your computer – shut the computer all the way down (don't restart), count to ten slowly, and then power it back on.
5. Check all cables – make sure they're plugged in and connected properly. Monitor, tower, keyboard, etc... secure all of them.
6. If your computer won't boot, check your CD/DVD drive and floppy drive. Remove all disks and try again.
7. If your computer boots but nothing shows up on your monitor, try to reboot using a different monitor (if available).
8. Update and run your anti-virus and anti-spyware programs. If you're infected, call/email your IT person and inform them ASAP.
9. Update Windows. Go online to [update.microsoft.com](http://update.microsoft.com) and follow the instructions.
10. If you're still having a problem, shut your machine all the way down and call your IT person. Tell them the steps you've followed on this sheet and they'll be happy to help you.

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