



## **The Computer is Running Slowly**

Is your computer taking too long to execute instructions? Check to see if you are running too many programs or there are too many open documents at once and ensure that you close the applications you are not really using.

## **Slow Internet**

The modern office workspace is heavily dependent on a high-speed internet connection. But unfortunately, just like the weather, the internet speed can often vary from time to time. The number of users, what activities they're running, all make a difference. Music and video streaming can be a significant drain on the internet's performance. The news stream you or your colleague is watching might be an issue or might just be slowing things down for others!

Did you know that opening too many browser windows while on the internet slows down your user experience? Try to avoid overloading your browser so that the internet speed is not compromised.

## **My Wifi Seems Slow or Erratic**

Users connecting to the internet wirelessly must find the right spot to receive proper signals. The signal is not always reliable in all the corners of a building. Therefore, ensure that you are close enough to the router and make sure you don't have any obstacles block the router's signal to get a good internet connection.



## **The Computer Powers Down for no Reason**

Sometimes, dust tends to pile up on the cooling fans of a computer and when the cooling fans are blocked, the PC overheats. The moment a computer overheats, it shuts down. Therefore, check that your computer is free from blockages to avoid your computer shutting down.

This is also common with laptop users when the battery is weak or old. Therefore, the laptop battery must be charged properly and replaced when the need arises. Check your laptop is plugged into the mains.

## **The Computer does not Recognize the USB Device**

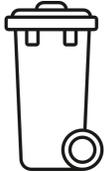
The first thing is to try using a different USB port. Then, try using a different USB device on the computer to determine whether the problem is your USB device or the USB ports.

## **You Cannot Log In**

If you are unable to login to the computer, you might have left the Caps Lock button hence the password will not match. It sounds obvious, but it's often the cause of the issue.

### **My computer does not turn on, what do I do now?**

First, make sure the computer's power cord is correctly plugged into the wall socket. If you are using a power strip, make sure that the strip is plugged into the wall and turned on. Once that's squared away, press the reset button on the strip and try turning on the computer again. If that doesn't solve your problem, contact the help desk.



### **How Can I Recover a File from the Recycle/ Trash bin?**

Double click the recycle/trash bin icon on your desktop. You will see all the files in your bin. Select the files you wish to recover, right-click, and click on the restore option.

### **Help! I can't send or receive email.**

This problem can be tricky to troubleshoot alone. We can't fix it here, sorry. Call the help desk.

### **None of the Previous Solutions Worked**

It sounds like a cliché and it's often the source of many jokes but turning the computer off and on again often resolves most issues. It's an office-myth for a reason as it's a very common solution to most problems. Just remember to save any important documents before doing this. If it would seem to restart, hold the power button for around 6 seconds and it should restart

### **OK, So What Next?**

If you're still reading this part of the guide, then your problem hasn't been resolved and you now need to contact the Help Desk so that we can help you.

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