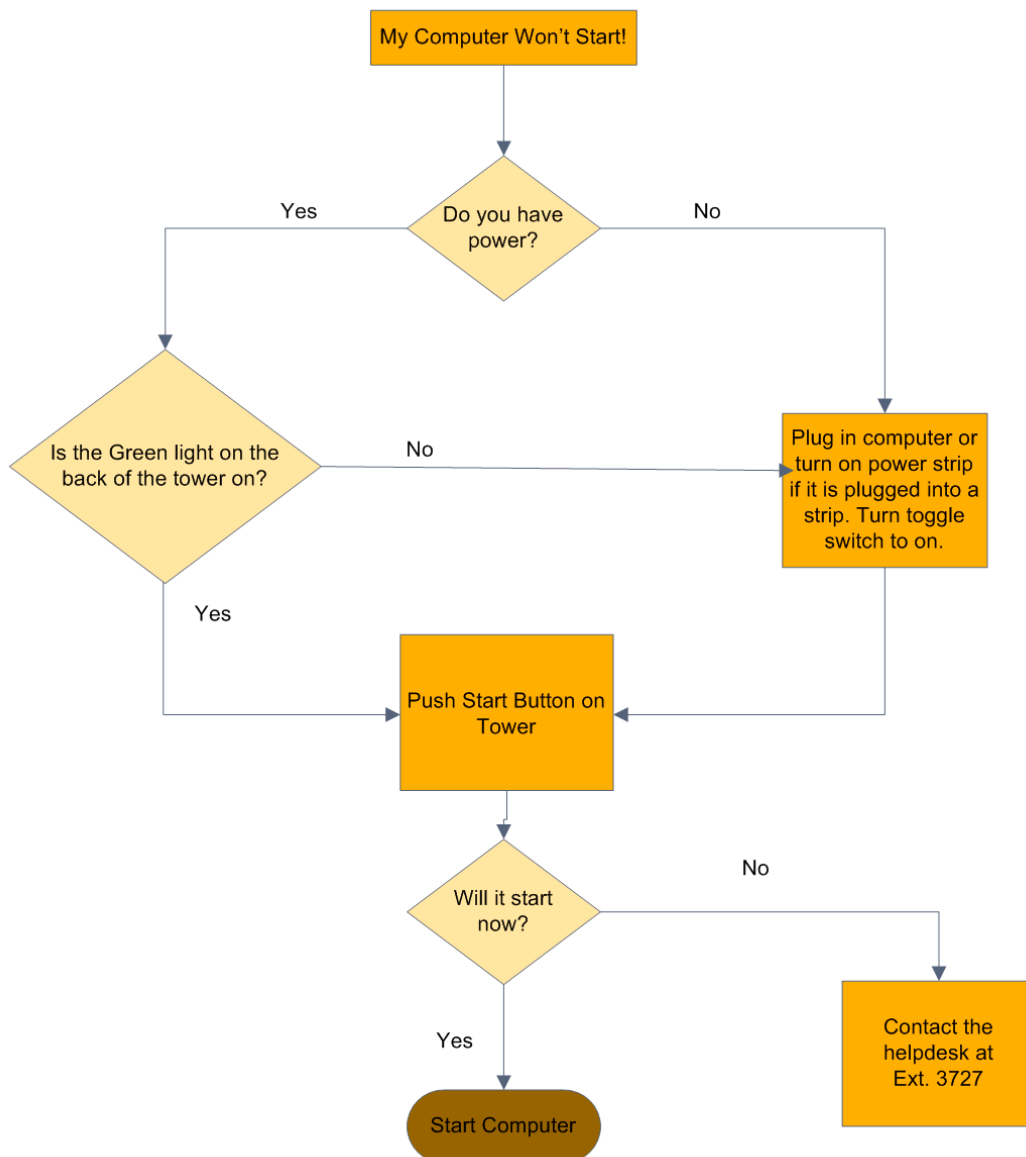


### Computer/Printer Troubleshooting Tips

These are seven commonly asked questions or fixes people can try before calling the helpdesk.

1. My computer won't start, what do I do?
2. I can't send or receive mail, what do I do?
3. What do you mean, "reboot" my computer?
4. My computer runs slowly, is there anything I can do to fix this?
5. I cannot log on to my workstation.
6. My printer will not print my document.
7. My program/computer screen froze, now what do I do?

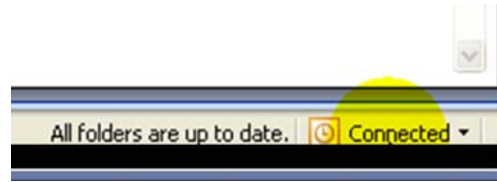
#### My computer will not start.



**I cannot send/receive email messages –**

Make certain you are connected to the mail server.

Check the bottom right corner of your screen, to read connected



If you are not connected to the server, you will not be able to receive messages. You can work on things offline but you must be online to send/receive mail.

**How do I “reboot” my computer?**

If your computer is not working properly, try this reboot. First, you must shut it down correctly. To do this you go to the Start menu>Click on Shut Down>Click OK to the shut down option. (See the figure 1 for how these look).



(Fig. 1.)

Wait for the computer to shut down Windows. Restart after a couple of minutes by pushing the button on the tower (or the laptop switch). If this does not work the first time, shut down again and use the toggle switch at the back of the tower to turn it off. If it does not have an on/off switch unplug it once, you have powered down. This will remove it from the electrical source.

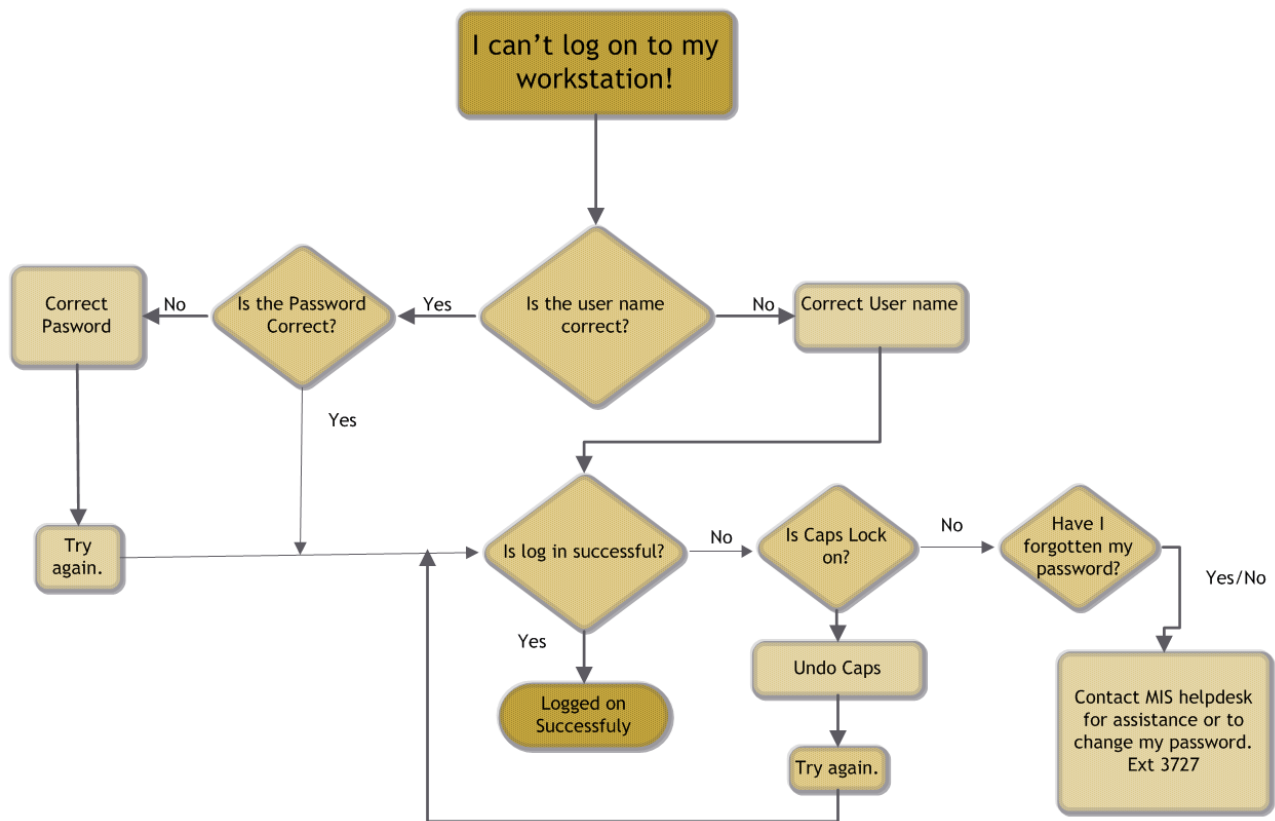
**My computer runs/ boots up slowly –**

1. Remove any CDs from the CD-rom drive.
2. Close documents or programs you are not using.
3. You may have a virus that is slowing down your computer. Contact the MIS helpdesk for help.

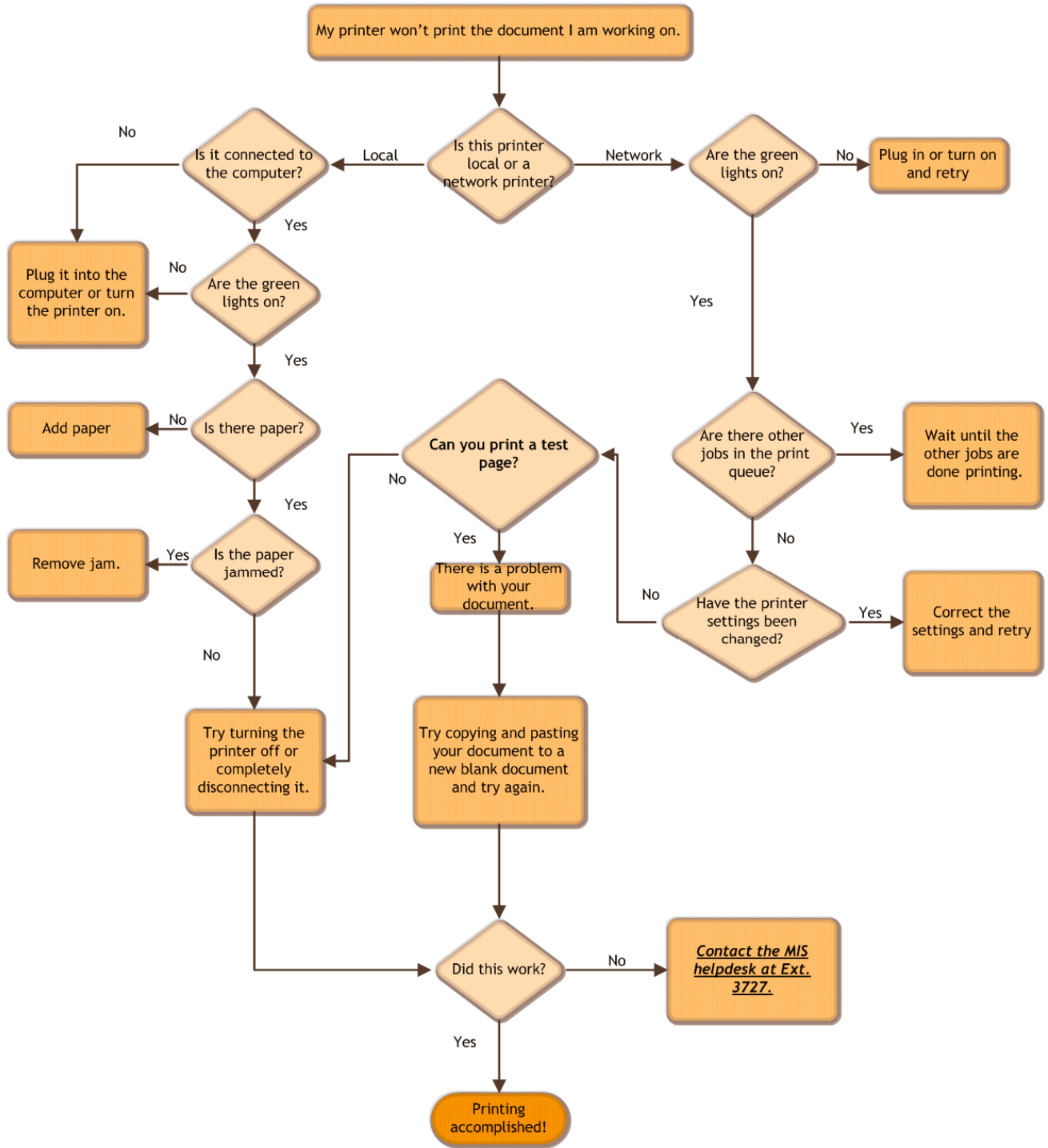
**I cannot log on to my workstation!**

You only get three chances to log on to a workstation before the computer thinks the wrong person is trying to access your computer and will lock you out.

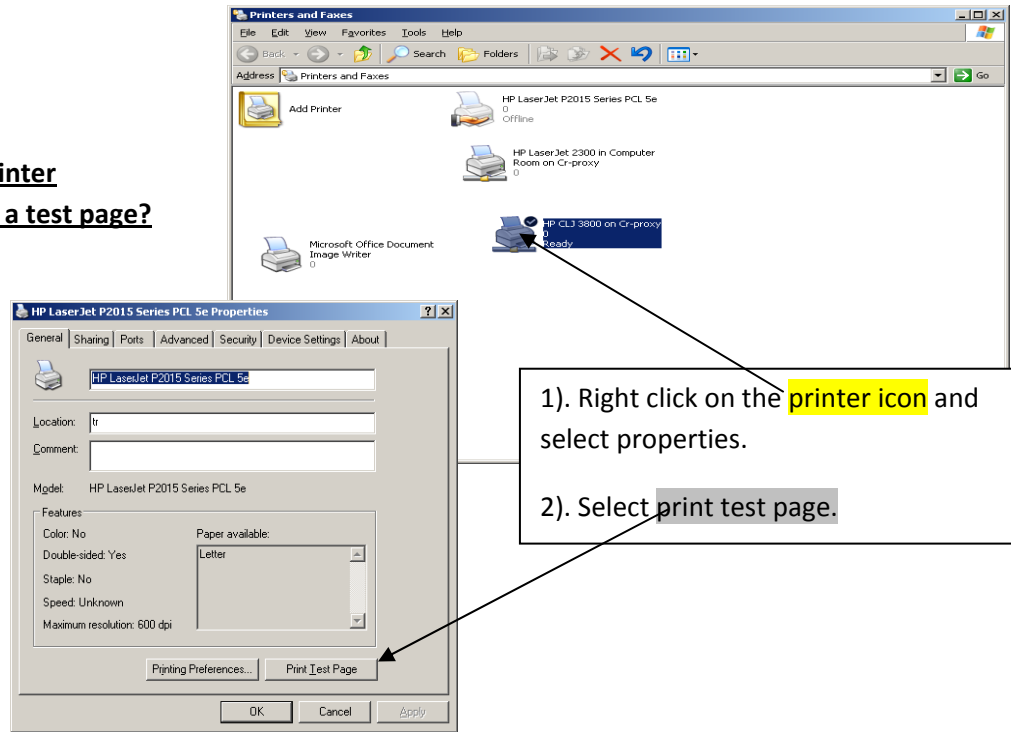
Are you using the correct user name for a particular workstation? Do you know the difference between that station and logging on to the network?



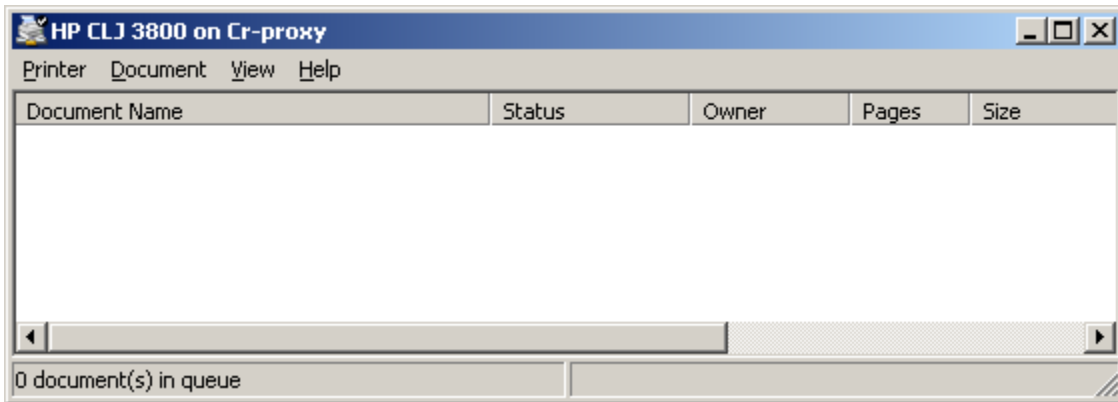
**I cannot print the document I am working on –**



**How do I get to my printer information and print a test page?**



**How do I find out what the print queue is for the printer?**



Instead of right clicking on the printer icon double click and this screen will come up and give you the option to cancel a print job.

**What if the print quality isn't good?**

**Ink jet Printer**

**Laser Printer**

**If the print is running out replace ink**

Are parts missing? If so, change the toner.

Are there smears? If so the fuser may not be hot enough so it needs to have work done on it. Call the helpdesk at Ext. 3727

**What if my computer or program froze, now what do I do?**

