

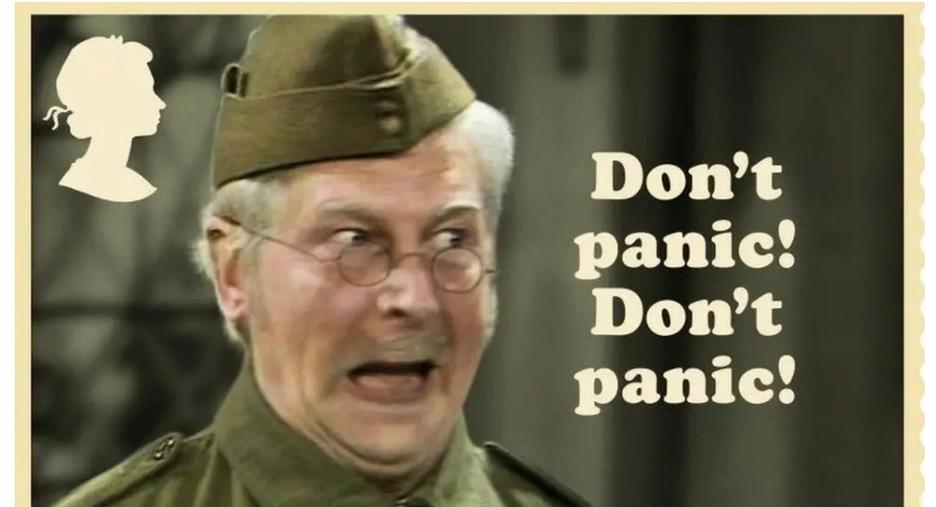
# What to do when you computer goes wrong

## You Are Not Alone

- Computers go wrong for everyone
- Even experts have problems
- It is not your fault
- Most problems are easy to fix

## Stay Calm

- Take a deep breath
- Do not panic
- Do not click lots of buttons
- Most problems are not serious



# What Is “Going Wrong”?

## Common problems:

- Computer is slow
- Screen looks strange or hangs
- Internet is not working
- A message pops up
- Something “disappears”

# First Step: Stop and Look

- Read any message on the screen
- Write down or screen grab what you see;
  - Windows: <windows><print screen>
  - Mac: <Command><shift>3
  - iPhone: <side button><volume up>
  - Android: <Power><volume down>
- Take your time
- Don't rush
- Many messages explain the problem

## Restart Your Device

- Turn the device off
- Wait 30 seconds
- Turn it back on
- This fixes many problems

## Check the Basics

- Is the computer plugged in?
- Is it charged or charging?
- Is the screen turned on?
- Are peripherals connected properly - monitor, keyboard, mouse , camera, microphone?
- Is the Wi-Fi on?

## If the Computer Is Slow

- Close programs you are not using
- Restart the computer
- Give it time to finish starting
- Older computers are slower
- Is it doing something in the background e.g. Software update.
- Is it the network?

## If the Internet Is not working

- Check with a reliable web site e.g. [google.com](https://www.google.com)
- Check your Wi-Fi is turned on
- Restart the router (internet box)
- Wait 2–3 minutes
- Try again

## Pop-Up Messages

- Do not click “OK” right away
- Read the message carefully
- If unsure, click Cancel or close it
- Ask someone (or Google) if it looks worrying

## Beware of Scams

- Do not trust messages saying:
  - “Your computer is infected”
  - “Call this number now”
- Real companies do not do this
- Close the message

## If Something Disappears

- It is usually not deleted
- Look on the desktop
- Check the Recycle Bin / Trash
- Ask for help (or Google)

## Write Things Down

- Keep a notebook nearby
- Write down:
  - Error messages
  - What you were doing
- This helps when asking for help

## Ask for Help

- Google
- Family member
- Friend
- Giles

## Asking Google for help

- Describe the problem
  - What has happened
  - How you got there
  - Include device models if relevant

# Examples of question to ask Google

- The screen on my windows laptop is not working what should I do
- My laptop is frozen what should I do
- Where can I find deleted photos on a windows pc
- My laptop displays an error when I try to go to google.com
- I'm getting a lot of pop-up ads, what should I do
- My android phone is not forwarding to voicemail on the O2 network
- My Epson wifi printer isn't working

## What NOT to Do

- Do not click random buttons
- Do not pay anyone who contacts you first
- Do not give away passwords
- Do not feel embarrassed

## Keep Your Computer Healthy

- Let updates install automatically - Leave computers on overnight once per month, otherwise turn them off when not in use
- Use antivirus software
- Keep food and drinks away
- Make sure you have a backup of anything valuable

## Remember

- Problems happen to everyone
- Most issues are fixable
- Take your time
- Help is always available