

TROUBLESHOOTING COMPUTER PROBLEMS

	Problem	Why	Solution
1.	Deleted a file	<i>Deleted by accident</i>	Open Recycle Bin—right-click--restore
2.	Can't exit a program	<i>Can't find X or Quit</i>	Alt+F4
3.	Can't find a program	<i>Shortcut moved</i>	Type 'Word' (or program name) into Search bar
4.	Keyboard doesn't work	<i>Unplugged, lost file</i>	Plug cord into back; reboot
5.	Mouse doesn't work	<i>Unplugged, lost file</i>	Plug cord into back, reboot
6.	Start button is gone	<i>Task bar gone</i>	Push Windows button
7.	No sound	<i>Mute on</i>	Unmute
		<i>Volume down</i>	turn volume up
		<i>Unplugged headphones</i>	plug headphones in
		<i>Lost file</i>	Reboot
8.	Can't find a file	<i>Saved wrong, moved</i>	Start button—Search
9.	Menu command grayed out	<i>You're in another command</i>	Push escape 3 times
10.	What's today's date?	<i>You forgot!</i>	Hover over the clock
11.	Taskbar gone	<i>Student interference</i>	Push Windows button Drag border up to expose
12.	Taskbar was moved	<i>Student interference</i>	Drag it to the bottom of screen
13.	Desktop icons messed up	<i>Student interference</i>	Right click on screen—arrange icons Too small? Highlight and Ctrl+ to enlarge
14.	Computer frozen	<i>Mouse frozen</i>	Reboot
15.	Program frozen	<i>Dialog box open</i>	Clear the dialog box
		<i>Not selected on taskbar</i>	Click program on taskbar
16.	I erased my document/text	<i>Oops</i>	Ctrl+Z
17.	Screen says "Ctrl-Alt-Del"	<i>You rebooted</i>	Hold down Ctrl-Alt—push Delete
18.	Program closed down	<i>Oops</i>	Is it open on the taskbar? If so—click on it Reopen program—see if it saved a back-up
19.	Tool bar missing on www	<i>Pushing F11 key</i>	Push F11 key
20.	Internet window too small	<i>Hard to read</i>	Ctrl+ to enlarge; Ctrl- to delarge (or Ctrl+mouse wheel)
21.	Double click doesn't work	<i>Who knows?</i>	Push enter
22.	Shift key doesn't work	<i>Caps lock on</i>	Push caps lock to disengage
23.	I can't remember how to...	<i>So many skills...</i>	Try a right click with the mouse
24.	When I type, it types over	<i>I want to insert text</i>	Push the 'insert' key
25.	The document is 'read only'	<i>I didn't do anything</i>	Just 'save-as' under a new name and all is fixed