

## WHAT TO DO BEFORE EMAILING YOUR ITS....

### *My computer does not work*

- Check all cord and cable connections. Disconnect and reconnect cables at the computer and the wall to check connections.
- Restart the computer.

### *My computer screen freezes*

- Press the **Ctrl-Alt-Delete** keys at the same time and select **End Task**. Try this at least 3 times. If this does not work, click the Shutdown button; otherwise, press and hold the power button until the CPU turns off.
- If it freezes in shutdown mode, push the **power** button and hold until the computer shuts off completely.

### *My computer opens in Safe Mode (Windows 98)*

- Click Start/Shutdown to restart the computer.

### *My computer continues to run ScanDisk*

- Press the **X** key to **proceed** to the login screen. The computer was not properly shutdown.

### *My mouse is not working smoothly.*

- Clean it.

### *I cannot save to my Home Directory.*

- Before this happens, make it a habit to **save** every 5 to 10 minutes.
- Save your document on a flash drive or somewhere you can remember
- Logoff and then log back on
- If you still cannot find your Home Directory, restart the computer.

### *I cannot use any networked software.*

- Make sure you are logged into the network.
- Make sure your network cable is connected to your computer and wall jack.
- Restart and login correctly.

### *My document will not print.*

- Do **NOT** continue to click the Print button.
- Double-click My Computer to see if have a directory with your username or ID.
- If you do not have a home directory, login again to the network.
- Have a TA or ITS check to see if the printer is set as the default printer and is not set to work offline.