TROUBLESHOOTING COMPUTER PROBLEMS

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