



A Simple Computer Checkup Before You Call

Gather a few useful details before changing settings or asking for help.

Before You Start

Keep your device charged · Use your usual Wi-Fi · Stay signed in to your own account

- 1 Save your work and note what changed before the problem started. A new message, update, power outage, or unfamiliar pop-up can be useful clues.
- 2 Restart the computer once using its normal menu. Do not repeatedly force it off unless the screen is frozen and you understand that unsaved work may be lost.
- 3 Check the power cable, charger, monitor, printer, and Wi-Fi connection. Make sure the problem is not simply a loose cable or an offline device.
- 4 Take a photo of an error message or write down its exact wording. Do not call a phone number shown in a pop-up or install software because a message tells you to.
- 5 Keep regular backups of important files. If a drive makes unusual noises, reports errors, or contains irreplaceable files, stop using it and ask for help before trying repair software.

Official Resources: Microsoft - Restart a Windows PC

When to Ask for Help: If there is a warning about storage, unusual drive noise, a suspicious pop-up, or irreplaceable files.

Questions You Can Ask: What changed before the problem started? · What does the exact error message say? · Should I stop using the computer for now?

NOTES TO KEEP NEARBY
