

Instructions: Monitor your progress by ticking off each step as you complete it. As in a To-Do list, you can see what you have already done and what is left to do. Use the mouse or press Tab or Shift-Tab to access the step and press the space bar to check/uncheck. You may *reset* all items if needed.

Sample Interactive Troubleshooting Checklist

Performing the following simple troubleshooting steps may resolve your problem without having to call a technician.

- ☐ Make sure all components of the affected system (screen, computer, printer, etc.) are switched on and receiving power. If there is a power problem, try performing a power check.
- ☐ Check to see if all cables attached to the affected system are firmly connected. If you find any cable connections that seem loose, push them into place.
- ☐ Turn your printer off and shut down the system. Restart the system, then turn the printer back on. Sometimes rebooting can resolve certain problems.
- ☐ If a keyboard, mouse, or monitor is not working properly, swap it out for one that is known to be working correctly on another system. For example, if your keyboard is not working, disconnect it from the system and plug in a known-working keyboard from another system.
- ☐ If you are having trouble printing, check to see if other systems are using the same printer. Try printing from one of those other systems.
- ☐ Check to see if your system is the only one in your department being affected by the problem.
- ☐ Find out if any changes have been made to your system (if equipment was added to your set-up, software installed, or any components dropped on the floor shortly before the problem appeared, please provide this information to the technician).