Article Side

What to do if You Have Computer Problems by Laura

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Computers are no doubt highly useful pieces of equipment and most of us would be lost without them. However that's only the case when things are going right and when they are working well, and for many of us they become more of a hindrance and a frustration when things start going wrong. If your computer should stop turning on for instance, should get a virus, or should slow down to a crawl, we might spend more time wrestling with the settings and trying to bring it back to life than we would have spent if we had just avoided using it in the first place.

So if your computer experiences some kind of problem then, it's crucial to know how best to act in order to limit the damage and the amount of time wasted. Here we will look at how you might be able to do this with a step by step guide.

First of all, if your computer isn't working you need to diagnose the problem. This way you will be able to tell whether it is something you can repair on your own or whether you need IT support. At the same time though you also need to look at the nature of the problem in order to learn how to repair it, or in order to tell IT support what's wrong and give them the best chance of making a diagnosis.

To ascertain what the problem is you first should decide if it's software or hardware related. You far more likely to need IT services if it's a hardware problem as often this requires parts to be replaced or physically repaired. Hardware problems means the problem is with the actual machine rather than the programmes running on it, so look out for whether the problem affects only some tasks or is more widespread, and try to listen for noises such as whirring or clicking that might suggest a fault.

If it's a software problem then you will find it affects only certain programs or processes and you may have an error message. Google is your friend here, so search for whatever problems you might be having in Google and see if there is an easy response â€“ there may just be a solution you can do yourself.

If you find however that it is a hardware problem, or it is a more complex software issue that you can't easily mend on your own, then this is the point at which you will need IT services. In this case you should first back up all the data on your machine (in fact, do this earlier if you can) and then you should try calling IT support. It may well be that they can help you with your problem over the phone meaning that you don't have to take your laptop in and meaning you get the solution as quickly and cost effectively as possible.

If you do find you are required to take your laptop in then you should first be sure to hide any private or sensitive data, and to disable the password so that the IT services can access your files.

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