



# Troubleshooting

Computer problems - there's nothing more frustrating! Hopefully these troubleshooting ideas will be of some assistance to you. If you are still having trouble, please call the HelpDesk at extension 2005, or email to [HelpDesk@lkstevens.wednet.edu](mailto:HelpDesk@lkstevens.wednet.edu). We want to keep you clicking!

## Connection – Logon Errors – Domain – Server

- Are you logged on correctly?
  - Proper spelling of name and password?
  - Caps lock on? Passwords are case sensitive
  - Proper domain selected?
- Are your cables connected completely?
- Other co-workers having trouble?

## Network Printing

- Are you logged on correctly?
- Are your cables completely connected?
- Have you tried rebooting?
- Printer icon in the tray, is there a question mark?
- Is the printer offline or on pause?
- Is this printer your default printer (see Printers in Settings, look for round black check)?
- If you open the printer page, what does the list tell you?
- Is the document on pause?

## Email

- Are you logged on correctly?
- User name is First\_Last? Passwords are all lower case?
- Rejected email? Was the address made out correctly? Correct and send from Outbox.

## Generally Speaking

**WHEN ALL ELSE FAILS, FIRST TRY TURNING IT OFF  
AND THEN TURNING IT BACK ON....**

**You'd be amazed how that can get you back on track!**



*If you need some assistance, with your asset tag ready, just give us a call,  
we're here to help!*