

SUBJECT: IT Help Desk**DATE:** May 10, 2018

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IT Help Desk Checklist

The CTC IT Help Desk can assist you with problems that occur with your desktop or laptop computer.

Before calling, please test the following:

- Verify that you can access email and/or the Internet
- Try to save any current work
- Ensure that the computer and monitor are on.
- Check to make sure all cables are secure.
- Check with others to see if they are experiencing the same problem.
- Make note of when you first noticed the issue.
- Make note of exactly what you were doing before the issue occurred.
- Write down the exact wording from any error messages.
- Remove any disks from your computer before rebooting.
- Reboot your computer. Some issues are fixed by restarting a program or computer system. If possible, be sure to save your work first!
- If you have a problem with a World Wide Web site, check several different websites for the same issue.

When you call the IT Help Desk, please have the following information available:

- What you were doing when the problem occurred
- The error message that was displayed
- Your building, room number, department, and phone extension
- Your computer's serial number