



THINGS TO TRY BEFORE CALLING IT

Start simple and work toward the more complex!

FIRST STEPS

- RESTART THE DEVICE**
This should be everyone's initial reflex with technology. Powering a device down and restarting it will solve many problems.
- CHECK THE CABLES**
If a computer isn't powering on or if a display is not connecting correctly, a loose or unplugged cable might be the culprit.
- CHECK FOR UPDATES**
This can create many seemingly unrelated issues. If you can't pinpoint the source of the problem, then try updating. Note: depending on permissions, you may still need to call IT for this.
- TASK MANAGER/FORCE STOP**
If a program is frozen, you can use CTRL+ALT+DELETE to access the task manager and end the task for that program to force it to close. On mobile devices, you can go to the app settings to force stop it.
- CHECK SETTINGS**
If a computer screen gets rotated, there is no volume, the screen is too dim... you may need to adjust the settings.
- CHECK FILTERS**
If a customer's search results (such as in your catalog or on Libby) aren't bringing up everything they should, check to make sure they haven't accidentally enabled a filter that is blocking results.
- CLEAR BROWSER CACHE**
Familiarize yourself with how to clear the cache on the most popular browsers and mobile apps. If web pages or apps are not loading correctly, clearing the cache will often reset it.
- ASK AROUND**
Have your coworkers run into this issue before? How did they fix it? Keep a log of these so that there is still access when staff are out.
- BE FLEXIBLE**
Is there a workaround like using a different device, internet browser, or resource? If you are helping a customer, it might be valuable to solve their immediate need and troubleshoot later.
- SLOW INTERNET**
You can try disconnecting and reconnecting first. If that does not work, you might try resetting your router.

SECOND STEPS

- COPY THE ERROR MESSAGE**
Before opening an IT ticket, make sure that you take a screenshot of the error message and include the steps you took that led to it.
- SEARCH FOR IT ONLINE**
Researching the error can help you find solutions. Many forum sites like Tom's Hardware and Reddit are excellent places to start. YouTube also hosts tons of tutorials and problem-fixes. Most services like Overdrive or EBSCO will also have their own troubleshooting FAQs.
- GATHER INFORMATION**
Find out the operating system, what updates are installed, and any information you can about what caused the problem. Documenting steps will save staff time in the future.
- BE PREPARED**
Technology issues are going to happen. You can insulate yourself from disasters by practicing with the tech you use. If you are planning a program or event, make sure that you have a Plan B in case something goes wrong.
- TRY TO REPLICATE IT**
Does the same thing happen if you try it again? What if you use a different device or try connecting from outside the network? Any information you can gather to pinpoint where the error is happening can help it get fixed more quickly.
- KNOW YOUR LIMITS**
If you've tried everything you can think of and you aren't able to solve the problem, it is completely valid to escalate it to someone more knowledgeable. You might not have the permissions or expertise to fix it, but you'll have a great start for them if you've already done some detective work and can tell them what you've tried.

Steps in a troubleshooting process

