

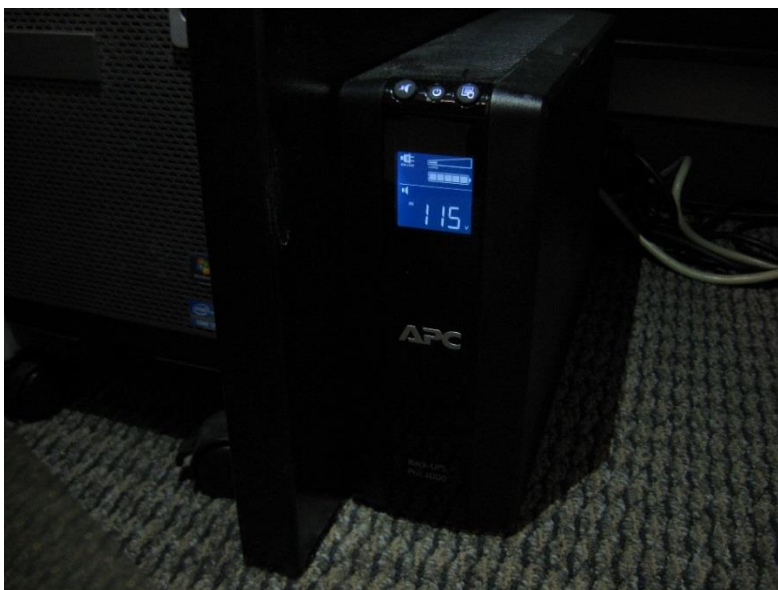
# Desktop Troubleshooting

## Computer not powering on:

Check to make sure the computer is getting power. Sometimes a power cord can be pulled out of the wall or out of the back of the computer. Check to make sure the cord is firmly inserted into the computer and is making good contact.



Your computer should be plugged into a battery backup device. If the device is functioning then the power lights should be lit. If not, then try turning the device on with power button in the center.



### **Monitor not powering on:**

Another common issue is that the computer has power but the monitor does not. The power cable on the back of the monitor can become loosened, especially if the screen is raised or lowered frequently. Make sure to push this cable firmly into the socket so that it is making good contact.



### **Keyboard or mouse not working:**

The keyboard and mouse are connected with USB cables. Make sure these cables are plugged in. If the keyboard or mouse still isn't working, try moving the cables into another USB slot.



**No Internet:**

This may be caused by a disconnected network cable. Verify that the cable is plugged into the computer and into a network jack on the wall. You should see blinking lights on back of the computer where the cable is connected.

**When All Else Fails:**

If possible, always reboot your computer. This will resolve many issues without any further troubleshooting. Should you still have issues, have a supervisor submit a work order to the IT Department. We are always happy to help!