

Computer Troubleshooting

This guide covers common issues with FVSD Windows computers and basic steps to try before contacting IT.

Computer Won't Turn On

1. Make sure the **power cable is connected** — check both ends (wall outlet and computer)
2. If it's a portable computer, plug in the charger and wait a few minutes — the battery may be drained
3. Press and hold the **Power button** for 10 seconds, then release and press it again
4. If using a docking station, try connecting the power cable directly to the computer instead

If it still won't power on, contact IT.

Computer Is Slow

1. **Restart your computer** — this fixes many performance issues. Use **Start > Power > Restart** (not Shut Down, as Restart clears more temporary data)
2. **Close programs you're not using** — too many open applications use up memory
3. **Close extra browser tabs** — each tab uses resources
4. **Check for Windows updates** — go to **Settings > Windows Update** and install any pending updates, then restart

If your computer is consistently slow after restarting, contact IT.

Screen Is Black or Frozen

Screen Is Black

- Press a key or move the mouse — the computer may be asleep
- Check that the monitor cable is connected (if using an external monitor)
- Try pressing **Ctrl + Alt + Delete** — if a menu appears, the computer is on but the display may have an issue

Computer Is Frozen

1. Wait a minute — it may be processing something
2. Try **Ctrl + Alt + Delete > Task Manager** — close any applications marked "Not Responding"
3. If nothing responds, hold the **Power button** for 10 seconds to force shut down, then turn it back on

Keyboard or Mouse Not Working

Wired (USB)

- Unplug and replug the USB cable
- Try a different USB port
- Restart your computer

Wireless (Bluetooth)

- Check that the device is turned on and charged
- Try turning Bluetooth off and on: **Settings > Bluetooth & devices**
- Restart your computer

No Sound

1. Check the **volume** — click the speaker icon in the taskbar and make sure it's not muted or set to zero
2. Make sure the correct **output device** is selected — right-click the speaker icon > **Sound settings** > choose the right device under Output
3. If using headphones, try unplugging and replugging them
4. Restart your computer

Docking Station Issues

If your monitor, keyboard, mouse, or network aren't working through a docking station:

1. **Unplug the docking station cable** from your computer, wait 10 seconds, and plug it back in
2. Try connecting your computer's charger directly (not through the dock) to rule out a power issue
3. If a specific device isn't working (e.g., monitor), check that its cable is firmly connected to the dock
4. Restart your computer

If the dock is still not working, contact IT.

Contact IT

Contact IT if:

- The issue persists after trying the steps above
- Your computer has **physical damage** (cracked screen, broken keys, etc.)
- You see **error messages** you don't understand
- Your computer was **lost or stolen** — report this immediately
- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvds.ab.ca

Please include:

- Your **name and school**
- A description of what's happening
- The **computer name or asset tag** if you know it
- Any error messages you see

Revision #1

Created 2026-08-06 22:43:51 UTC by Admin

Updated 2026-08-06 22:43:51 UTC by Admin