Basic Troubleshooting Guidelines for Students

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Relax and take a deep breath!
Check to make sure cables and plugs are connected.
If you've lost your Internet connection, check to see if others are having the same problem.
Close and restart the application.
Isolate the problem by trying different tasks to see what you can and can't do.
Restart the computer.
Before you ask someone for help
Record what you were doing when the problem occurred.
Record error messages.
Identify any recent changes to your device (e.g., new software, changed settings, different user).
Ask a knowledgeable peer for help.
Ask a technology expert.

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