Tech Support Essentials

“The computer isn’t working.”

Quit or close the application you’re using and open it again.

You will often find a close button (X) in the top left or right corner of the window.

“The computer still isn’t working.”

Turn off your computer and turn it back on again.

This is what a power button looks like.

You may need to hold the power button for a few seconds if the computer is frozen.

“The computer works, but the Internet is broken.”

Unplug your Wi-Fi router’s power cable. Wait five seconds, then plug it back in.

This is what a router looks like.

It is usually attached to a cable or telephone jack.