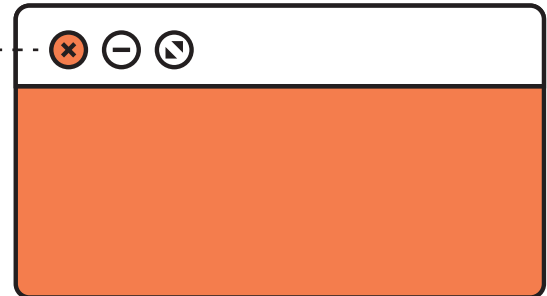


# Tech Support Essentials

## “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.

