Effort Free IT User Guidelines

These are some guidelines to follow to help PC Miracles manage your workstation and make sure your IT needs are met in a timely manner.

- Please leave your PC on at night. You can log off your PC and turn off the monitor but please leave the PC powered on at the end of the day every day.

- At the end of each day please close and save any documents that could be lost due to a system restart. Your machine may restart at any time during the night.

- If your PC requests a restart you can delay the restart but please restart your machine when you are finished with any time sensitive work.

- If you are prompted to install any updates please do not ignore the prompts. You can delay them until the end of the day or during lunch but please do not forget to run them.

- If you are using a laptop we suggest turning on the laptop up to one hour prior to working or leaving the laptop powered on overnight at least one day a week to allow updates & maintenance to be done. When a laptop is closed or left unattended for a period of time it could go to sleep and any updates set for that laptop will wait in a queue until the laptop comes back online.

Requesting Support

- To request support in an emergency situation please put a ticket in with the details if possible and call our office to notify us you need it addressed ASAP.
- Requests are prioritized by business impact. For example, an issue effecting 10/10 users takes priority over an issue effecting 5/10 users.
- To request support in a non-emergency situation you can use our ticketing system. The ticketing system is the best way to make sure your problem gets done in a timely manner. Additionally this will allow us to keep a record of the support request if additional work on the issue is needed in the future. You can put in a ticket by using our PC Miracles ticketing guide in this document. Some companies prefer every support request is approved before a ticket is put in so please check with your supervisor before putting in a ticket.
- If you need any support we may ask for your agent name, you can find this by locating the white "K" icon in the lower right task bar. If you do not see it in the bottom right hand corner, look for an arrow point up, this will display your "Hidden Icons", the "K" icon may be in there. This will be near the system clock. You can place your mouse over the icon (Do not click on the icon) and you will see a bubble come up with the computer name. Generally we only need the first few letters or numbers.

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<u>Steps to Create & Update a Ticket</u>

The latest version on how to Create and Update a ticket can always be found at
http://www.pcmiracles.com/ticket/

<u>Call-in Requests:</u>

- Call-in requests will have a ticket created to our technical staff to respond to and/or schedule.
- All call-in requests will be added to the queue based on the business impact of the request.
- When a ticket is scheduled you will receive an email with a proposed scheduled time. If the technician did not previously confirm this time with you, please reply to this email with proposed dates and times you are available to address the ticket in question so it may be rescheduled.
- If a response is not received and we are not able to reach you at the time of the scheduled support, we will leave a voicemail and an email update through the ticketing system. At this point the request will be moved to a *"Waiting on Client"* status awaiting a response to reschedule.

<u>Email Requests:</u>

- Email your new requests to help@pcmiracles.com, do not email requests to individual PC Miracles staff since these requests will not be entered into our ticketing system and could result in your request not being worked on.
- In the email subject put a summary of your issue. Example "Outlook is freezing". If the issue is stopping you from doing your job or is critical please put in the subject "Critical" or "Urgent" and then the summary. **Example "Critical – Server Down"**
- In the body of the email describe your issue and please make this VERY descriptive. Be as descriptive as possible including how long you have been having the problem, how serious the issue is, how frequent the problem is happening, and any other details that you think are important to describe the situation.
- Include your contact information such as your name and phone number or vendor contact information and the name of your company.
- You can attach documents and screenshots to the email if needed to reference your issue.
- You will receive an email confirmation that your ticket was created.
- When you need to add more information to a ticket or reply to a technician's question, please reply to the email from our ticketing system. "**RECEIVED — Ticket# 243766 – Outlook is freezing"** is an example of a subject line that was processed through our ticketing system.
- Emails sent to help@pcmiracles.com are monitored during regular business hours (Monday – Friday 7:00 a.m. – 5:30 p.m.).
    - If you have an *emergency* **during regular business hours**, please put a ticket in with the details, if possible, and call our office (248-620-2201) to notify us you need it addressed ASAP.
    - If you have an *emergency* **outside normal hours,** please call our office (248-620-2201) and have our Answering Service page the on-call technician.

53 N Saginaw, Pontiac MI 48342 – 248-620-2201 – www.PCMiracles.com

Quick troubleshooting guide:

Many computer problems appear more serious than they really are; below is a list of common areas to check if you are encountering issues.

1. **Make sure there really is a problem.**
    Can't start your computer? Check the basics.

    a) Examine the cables, connectors, and power cords to make sure they're plugged in securely. Often times a loose cable or connector (power, network, keyboard, mouse, speaker, monitor cable, etc.) is the cause of the problem.

    b) If you're using a power strip or a surge protector, make sure it's on and that it works. Remember that a surge protector may not be working because it is designed to self-destruct. When an electric jolt is too much, your surge protector takes the hit saving your more expensive hardware from the voltage.

    c) Try plugging something else directly into the electrical outlet to make sure there isn't a power problem.

    d) Check to see if your monitor is on. Sounds silly, but it has solved problems more than once.

2. **Can't get on to the network or the Internet?**

    a) Check to see if anyone else around you is having a similar problem**.** If so, there may be a service outage affecting a wider area.

    b) Check to make sure the network cable is connected to both the computer and the wall.

    c) Check where the network cable connection is made to the back of the computer, you should see a little green light right where the cable connects. If the light isn't on or flashing, then you are not getting a signal to the computer. If rebooting doesn't fix it, contact PC Miracles

    d) Also, try accessing a website that you know works, such as www.goggle.com, to determine if this is a network or application issue.

3. **Error Messages - Write them down or take a picture.**

    What tipped you off to the problem? Sometimes it's an error code or message displayed on the screen. Be sure to write it down or take a screen shot — it may describe the problem and how serious it is. Be sure to document the exact wording of any error messages. This can help the technician at PC Miracles diagnose the problem much faster.

    Other times you get no warning — everything just freezes. Message or no message, be sure to note what was going on when the problem occurred. Were you starting your

computer? Were you on the Windows Desktop? Were you in a particular application? Surfing the Web?

4. **Think about what changed recently on your computer.**

    Try to pinpoint when the trouble first started. Did the problem coincide with any recent changes?

    a) Did you change any settings? If you did you might want to change them back the way they were.

    b) Any hardware been added or removed recently (such as a printer or external Memory Card reader?)

    c) Has anyone else been using your computer recently?

    d) Have you downloaded anything off the Web? File sharing and free MP3's are an easy way to get a virus on your machine.

5. **The computer is on but**… **Everything on the screen is frozen and the keyboard and mouse are not responding**.

    Try tapping on the Num Lock key. It's located on the right-hand side of the keyboard above the number 7. While tapping the Num Lock key, notice whether or not the Num Lock light goes on and off. If it doesn't, the computer is completely locked up. You'll have to REBOOT the computer. If the light does go off and on, wait a minute before giving up hope. It may come back to life on its own.

6. **Pressing Alt + F4**

    If a software program stops working or freezes up, try pressing the ALT+F4 keys to close the window that you're currently working in. This can shut down a frozen window and bring the computer back to life. If the keyboard is frozen as well, you'll have to reboot.

7. **The "Blue Screen" has appeared.**

    The dreaded "Blue Screen of Death". There's not a lot to be done except to reboot the machine. Write down or take a picture of the **FULL** message & send to help@pcmiracles.com and call PC Miracles to let us know you sent it in and we know who it's for. If it keeps occurring, this is an indication of a major problem with the computer.

8. **The computer is on, but there is no sound.**

    Is there a speaker icon next to the clock on the taskbar? (It's in the lower right side of the screen) If you can find it, double click the **speaker** icon to bring up the audio controls for the computer. See if any of the volume controls have been muted or turned all the way down.

Uncheck any **Mute** boxes that are selected.

9. **The computer is on, but the keyboard doesn't work**

    Swap the keyboard or try plugging the keyboard into another computer. If it doesn't work on
    the other computer, there is likely something wrong with the keyboard. If it does work on the
    other computer, there is likely something wrong on the computer or the connection to the
    computer.

10. **CTRL-ALT-DEL**

    When you press the Ctrl-Alt-Delete buttons together, you will bring up a control panel
    where you can select "Task Manager" and see if any of the programs are shown as "not
    responding". You may be able to shut down the offending program from there. If you can't
    get to this screen, you'll have to reboot.

11. **Rebooting can do wonders.**

    <u>Don't just pull the plug!</u>
    A simple reboot may clear up the problem. Go to the Start Menu and select Shutdown. Didn't
    work? It's time to try a forced reboot — with, unfortunately, no way to save your work — by
    pressing the keys **CTRL-ALT-DEL** simultaneously twice in a row.

    If that didn't work, you have no choice: you have to turn the computer off manually with the
    power switch. Hold the power button down (for about 5 -10 seconds) and the computer will
    shut down. Wait at least 10 seconds for the hard drive to stop spinning and then restart the
    machine.

    If the computer starts up, start the applications you were using when the crash occurred.
    Some programs, like Microsoft Word, make timed backups of your work and may bring up
    recovered files. If the program notifies you that there is a "recovered document" save the
    file under a different name and compare them to your previously saved files.

12. **Printer Trouble**

    a) **Have you made any recent changes to the printer?**
        Have you made any changes recently on your printer or in the printer's settings? If this is
        the case, please try to reverse what you have done before continuing since this might
        easily solve your current problem.

    b) **Do you have a power failure?**
        Have you checked that your printer problem is not due to a **power failure**? A printer
        that is switched on normally will have a green indicator light lit. If the light is not green,
        check that the power button is set to on, and that the power cable is connected at both
        ends. When power is applied, you should be able to hear the printing mechanism move
        inside or the printer should start to "hum".

If above is checked and the printer still does not seem to indicate that it is switched on, submit a ticket to PC Miracles.

c) **Do you have a printer cable failure?**
The printer will not be printing if it's not connected to the computer. Check that the **printer cable** connecting your printer to the computer is firmly attached at both ends. Apart from this cable, there should be one more cable which is the one connecting to the wall outlet.

d) **Does the indicator lamp indicate a problem?**
Is your **printer indicator lamp** lit in another color than green (orange or red for example) or is your indicator lamp blinking?

Check your printer manual for indications on what the color/blinking might mean. Every printer model has its own set of alerts which mean that you need to find your printer manual to understand what your specific printer problems are.

e) **Are you printing to the correct printer?**
Make sure that you are printing to the printer you want. It could be that the printer is not printing if the default printer has changed or if you are trying to print to a virtual printer (e.g. a PDF printer.)

To check and change the current settings for the default printer:

Assuming that you are using **Windows XP**:
1. Go to the start bar.
2. Click on the control panel and choose Printers and Faxes.
3. A window opens up with icons for all available printers, right-click the icon for the printer that you want to use as the default printer
4. On the menu that pops-up, look for the setting, "Set as Default" or "Set as Default Printer". If it is checked, this printer is already set as the default printer otherwise click the selection to set the printer as the default printer.

Assuming that you are using **Windows Vista & 7:**
1. Go to the start bar.
2. Click on the control panel and choose Hardware and Sound and click on Printers.
3. A window opens up with icons for all available printers, right-click the icon for the printer that you want to use as the default printer.
4. Right click the printer you want to set and mark it as the default printer if it's not already marked as such.

Assuming that you are using **Windows 10:**
1. Click the search bar (This may also be known as Cortona, which is just a little sphere in the bottom left hand corner)
2. Type in "Devices and Printers"

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3. A window opens with icons for all available printers, right-click the icon for the printer that you want to use as the default printer.
4. Right click the printer you want to set and mark it as the default printer if it's not already marked as such.
5. If this does not work, please "type in devices", this will open the devices windows
6. Scroll down to the bottom and un-toggle "Let Windows manage my default printer"
7. Then right click the printer you want from the list and select "Default Printer"

Is the printhead obstructed in its movement?
The **printhead** needs to be able to move freely. Open the cover on the printer and check for anything that could be hindering the movement of the printhead. If your printer is newly bought and unpacked, check for any tape that is attached causing your printer problems by hindering the printhead movement.

Are you out of paper or do you have a paper jam?
Make sure your **paper tray** is not empty, nearly empty or jammed full. All these conditions might cause your printer problems since the **paper** feeding mechanism will not operate. Do you have the correct paper size in the correct paper tray? Check your printer manual for the correct ranges of thickness and paper size.

If you print in a humid environment, your paper may be damp. This can obstruct the paper movement mechanism jamming the paper in the printer.

A paper sheet might jam the printing mechanism causing the printer to not run. If you have paper in the printer mechanism this needs to be manually removed before the printer can print again. Please note that you might need to open many access doors on the printer to verify that no paper is stuck. Always pull the paper in the direction of the paper path; if you pull the paper backwards you might damage the printer.

Are your ink or toner cartridges empty?
   Ink cartridge or **toner cartridge** related printer problems should normally be detected by the printer which then should indicate this with a blinking or non-green lit indicator lamp. If this is the case, exchange the empty cartridge with a new one and you should be up and running again.

Is your printer connected to a network?
   Is your printer connected directly to your **computer or to a network**? If it is connected to a network, check with PC Miracles that the network connection and the network settings are in order. The network indicator lamp on your printer (next to the network socket) should normally be blinking in green.
   If the printer is not printing, have you checked that you actually are standing and waiting for paper to come out from the correct printer? It is not too uncommon for people to go to Printer A while they are in fact printing to Printer B.

Have you checked the printer queue?
   Check that the **printer queue** is not stuck causing you the printer problems. If you use the Windows operating system, go to start menu and click on your

printer and faxes icon in the control panel. Double click on the printer in question and try to remove all documents from the printer queue before trying to print again.

13. **Stumped? The PC Miracles Technicians** are ready to assist you with computer problems.

Create a Ticket - If you are having an issue with your PC that you are unable to fix, feel free to submit a ticket and a technician will address the issue.