**Basic Troubleshooting Questions and Steps**

I am sure you’ve heard these questions before and thought to yourself… “This guy has a lot of nerve!” I promise, even us “tech guys” have issues that stem from the smallest of things. Go through these steps before consulting a tech, chances are, you might be able to fix the problem yourself! If not, and we do ask these questions…just humor us!

Are you connected to the proper wireless network OR is your Ethernet cable plugged into the wall/computer?

Did you enter the correct username/password?

Was the computer properly shut down?

Have you restarted the computer?

Did you receive and error message? If so, what did the error message say?