



# Digital Bridge Milwaukee



## Troubleshooting Your Computer

If your computer is not working properly, try the following troubleshooting steps:


- Restart your computer
- Search the issue online
- Use System Restore
- Reset your computer

### Restart your computer

Restarting your computer will solve most issues and should be the first troubleshooting step you try when you encounter a problem. Follow these steps to restart your computer:

1. Press the Windows key  or click the Start button in the lower left corner of your screen to open the Start menu.
2. Click the Power icon  and then click **Restart**. Your computer will shut down and automatically restart.



*NOTE* – If your screen is frozen or your mouse is not responding, press the Ctrl, Alt, and Delete keys at the same time. On the screen that appears, click the Power icon  in the lower right corner and then click **Restart**.

If that does not work, hold down the power button on the front of your computer for 10 seconds to turn it off. Press the power button again to turn it back on.

### Search the issue online


If restarting your computer does not solve your issue, try opening Firefox or your preferred web browser and entering a description of your issue into a search engine such as Google. For example, if you had trouble seeing things displayed on your screen even at 100% brightness, you could visit [www.google.com](http://www.google.com) and search for the phrase “screen brightness too low at 100%”. In many cases, you will find a solution for your issue by clicking and reading through the results of your search.

### Use System Restore

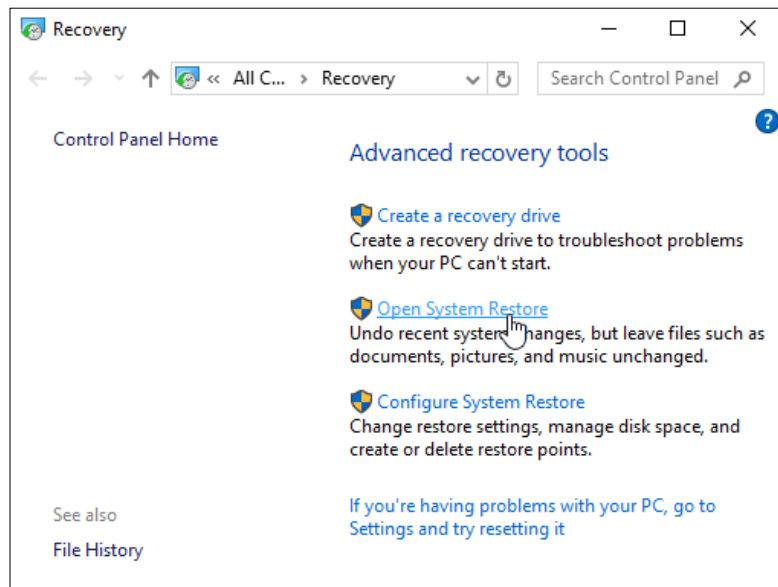
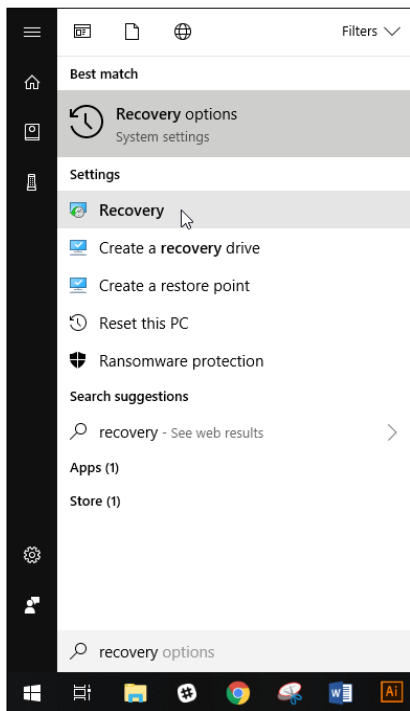
If you cannot find a solution for your issue online, try restoring your computer to the way it was at some point in the past by using a System Restore point. Restore points are created when you install a new app, driver, or Windows update. Restoring does not affect your personal files, but it does remove any apps, drivers, and Windows updates installed after the restore point was made.

### *Restore your computer to a System Restore point*

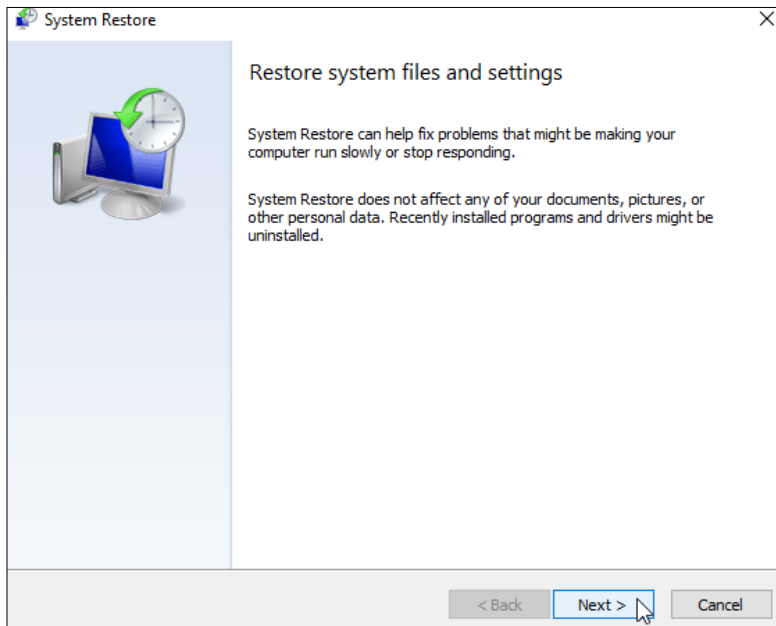
You can use System Restore to restore your computer to a System Restore point when you encounter an issue. Follow these steps to restore your computer to a System Restore point:

1. Press the Windows key  or click the Start button in the lower left corner of your screen to open the Start menu.
2. Start typing “recovery” to search, and then click **Recovery** when it appears as a result. The Control Panel appears with the Recovery window open.

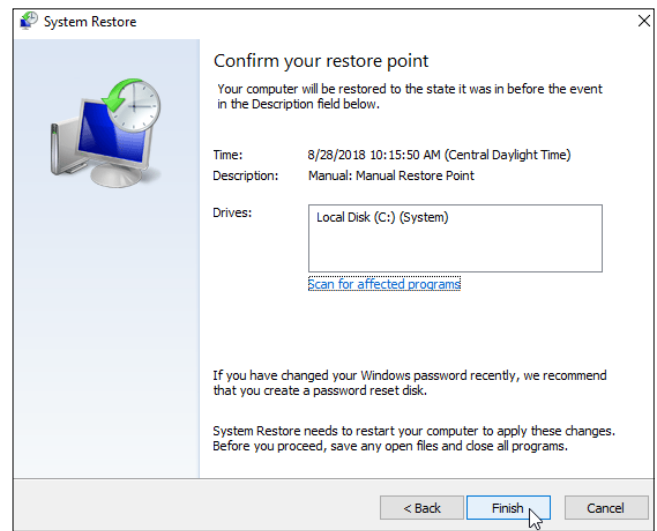
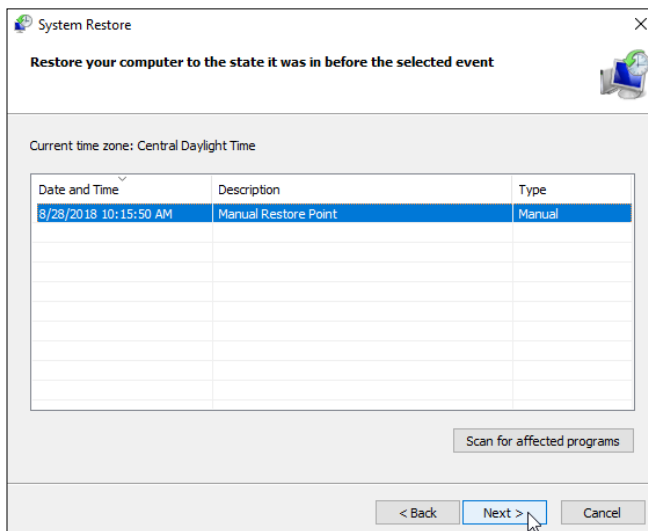
**NOTE** – Be sure to click the **Recovery** result and not **Recovery options**.



3. Click **Open System Restore** on the Recovery window. The System Restore window appears.




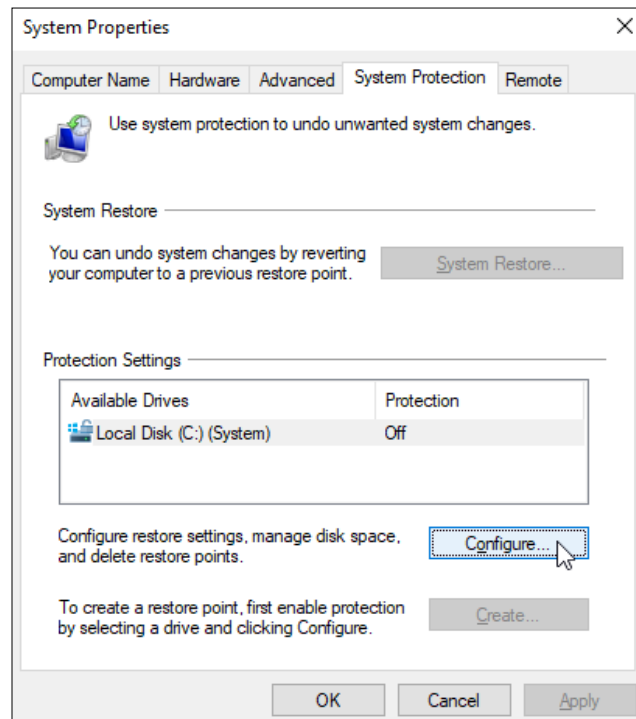
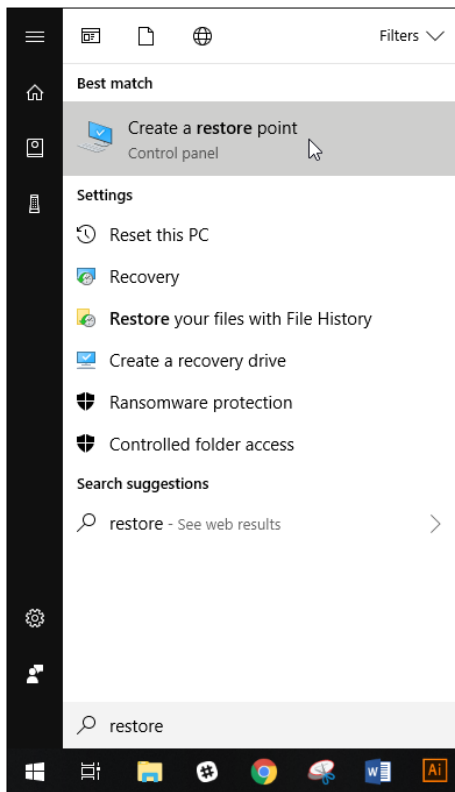
4. Click **Next >** on the System Restore window.
5. Choose your desired restore point, click **Next >**, and then click **Finish** to restore your computer to the selected restore point.



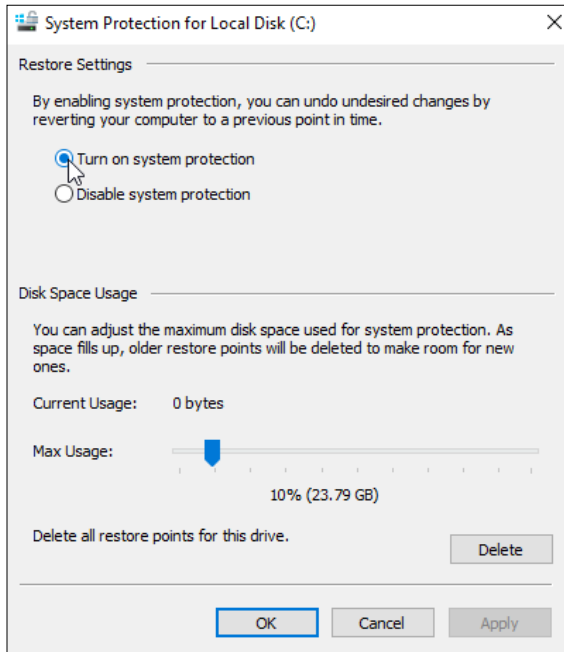
## Enable System Restore

System Restore should be enabled when you receive your computer. However, if for some reason it gets turned off, you must enable System Restore while your computer is still functioning properly. Otherwise, you may not be able to use it when you encounter an issue. Follow these steps to enable System Restore:

1. Press the Windows key  or click the Start button in the lower left corner of your screen to open the Start menu.
2. Start typing “restore” to search, and then click **Create a restore point** when it appears as a result. The System Properties window appears with the System Protection tab open.





3. Click the **Configure...** button on the System Properties window. The System Protection for Local Disk window appears.

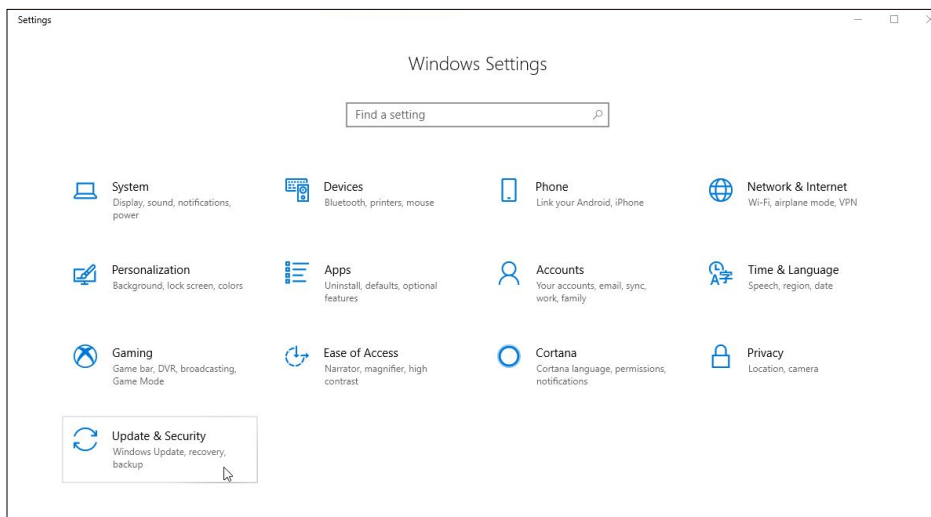


4. Select the **Turn on system protection** radio button on this window and choose the maximum amount of disk space you would like to use for storage of restore points.
5. Click **OK**. System Restore is now enabled.

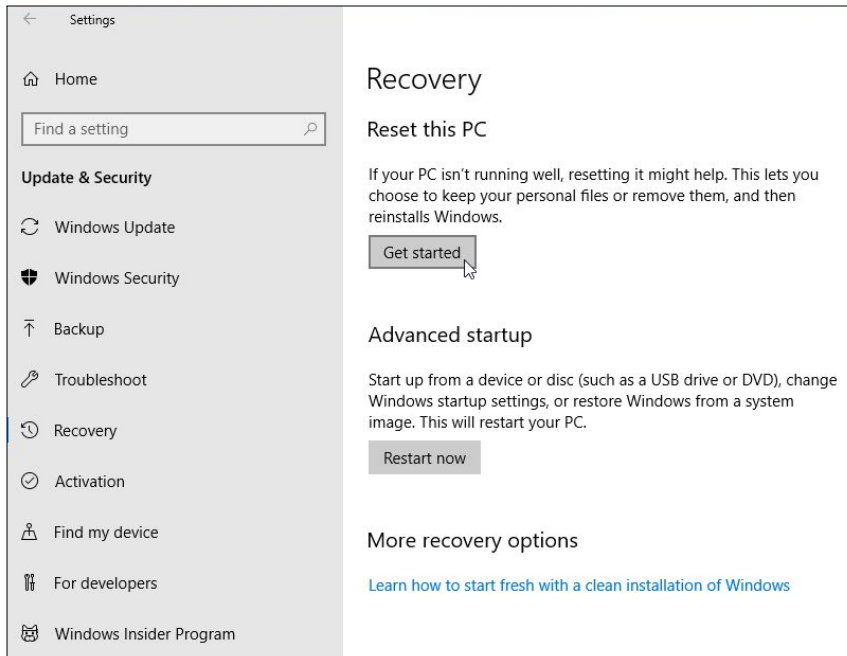
## Reset your computer

If all else fails, you can reset your computer to resolve your issue. Resetting your computer automatically restores it to how it was when you first received it. When you reset, you can choose to either keep or remove your files. In most cases, you will want to keep your files. Follow these steps to reset your computer:

1. Press the Windows key  or click the Start button in the lower left corner of your screen to open the Start menu.
2. Click the Settings button . The Settings window appears.



3. Click **Update & Security** and then on the left sidebar click **Recovery**.



4. Click the **Get started** button to open the Reset this PC window. Choose whether you would like to keep your files or remove everything, and then follow the prompts on this window to finish resetting your computer.

