

## **Computer trouble?**

Here are some troubleshooting ideas to get you working again.

### **Tempworks issues? Timeclock Plus problems?**

Check with your peers. Your Branch manager is also one of your first resources here.

### **Can't reach the P: drive?**

Is your VPN connected?

### **Printer, scanner, or network issue?**

Reboot your computer, then reboot the printer or scanner that's being difficult.

Your second level solution is check with Google, YouTube, or your peers and manager.

### **Scanner or Printer issue?**

Check all of your cables. Is everything *\*really\** plugged in? Use your finger to trace the wire from your computer all the way down to where it connects to the other device. Make sure you're on the wired network for your building. Being on a guest WiFi will get you to the internet, but it might not let you reach your printer.

### **Laptop won't turn on at all?**

Check your power cable. If you're sure it is plugged in, ask someone to borrow their charger and try again. Also try your charger in their laptop.

### **Anything else?**

Reboot the computer. If it asks about windows updates, please agree to install them. Those two fix all sorts of things. Always use a wired network connection unless there's absolutely no option. Only then do we go with WiFi.

Once you've exhausted all of these options, then we've got an IT person for the heavy lifting. Give him the best chance for quick success by doing the following.

1. Send an email or make a quick call—leaving a voicemail if he doesn't answer right away. Tell him what computer you're using. There's a blue barcode sticker on every PC and laptop we have. That 4 digit number is all you need here.
2. Describe the problem. What does it do that you want to stop doing? What does it not do that you want it to start doing? Be specific. Just saying "my computer doesn't work" is not going to get us any closer to a solution.
3. Tell him how and when to reach you. Give a phone number or email and a couple of times that are best for you.
4. Be available. Some things can be fixed when you step away, but some require your help.

There is at least one backup plan for every major system we use. Learning those means you'll be able to keep working until the main fix is applied.

- **TCP doesn't work?** Try <http://time.lgsstaffing.com>
- **TempWorks icon doesn't work?** Try <http://enterprise.tempworks.com> or <http://beyond.tempworks.com>
- **Outlook not working?** Use <http://mail.google.com>
- **Excel issues?** Use Google Sheets.
- **No Network?** You may also be able to connect to the client's guest network or your phone's hotspot to get you through an emergency. Each primary location also has a backup MiFi device for emergency use. Check with your branch manager to get access to it.
- **Broken or stolen laptop?** Every primary location has an emergency backup laptop. Report theft immediately.
- **Not able to scan an ID and you've got someone who needs to leave right now?** Take a photo of the ID using the webcam. Or load Adobe Scan or Genius Scan on your phone. Or just take a picture with your phone and email it to yourself.
- **A timeclock isn't responding?** Reboot it. Still an issue? Make a sign-in sheet.