

riwç
RIVERDALE IMMIGRANT
WOMEN'S CENTRE ♀

FIXING COMMON COMPUTER PROBLEMS

WELCOME!

- The session will be 90 minutes.
- We will pause after each slide for questions, and to provide assistance.
- There will also be time for questions at the end of the session.



WELCOME!

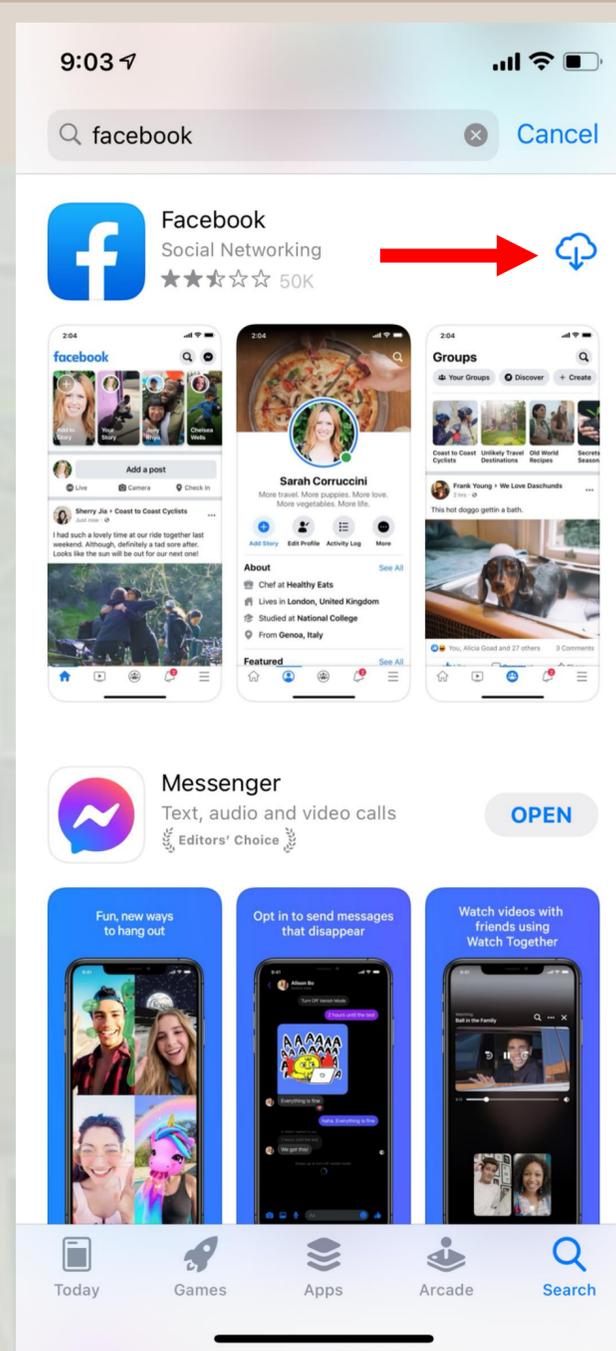
- How to, fix common computer problems
 - Identify common problems with computer, tablet and smartphone.
 - Strategies to fix common problems.
 - How to restart a computer, tablet and smartphone.
 - How to reset network setting on a computer, tablet and smartphone.
 - Identify when and where to take your device to a professional to be fixed.
- Restart/reboot: To turn a device off and then back on again. This can be done through the software or using the physical buttons on a device.



COMMON PROBLEMS – SMART PHONES/TABLETS

Phone/Tablet is slow, or applications are not opening or acting how they should

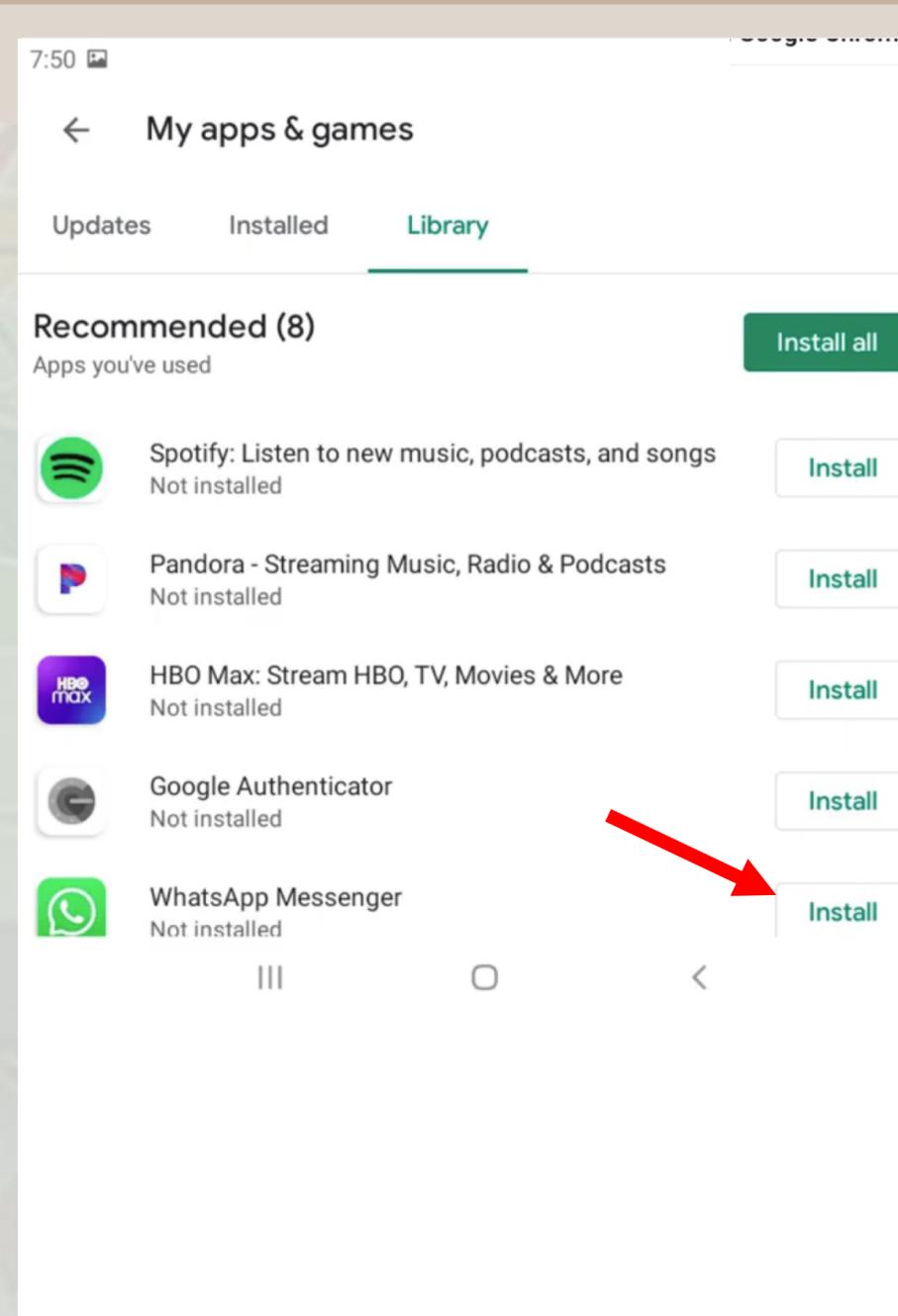
- Restart device (turn power off and on again)
- Or, if that does not work...
- Delete app and reinstall



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RESTART - IPAD

How to restart iPad with a home button (earlier models)

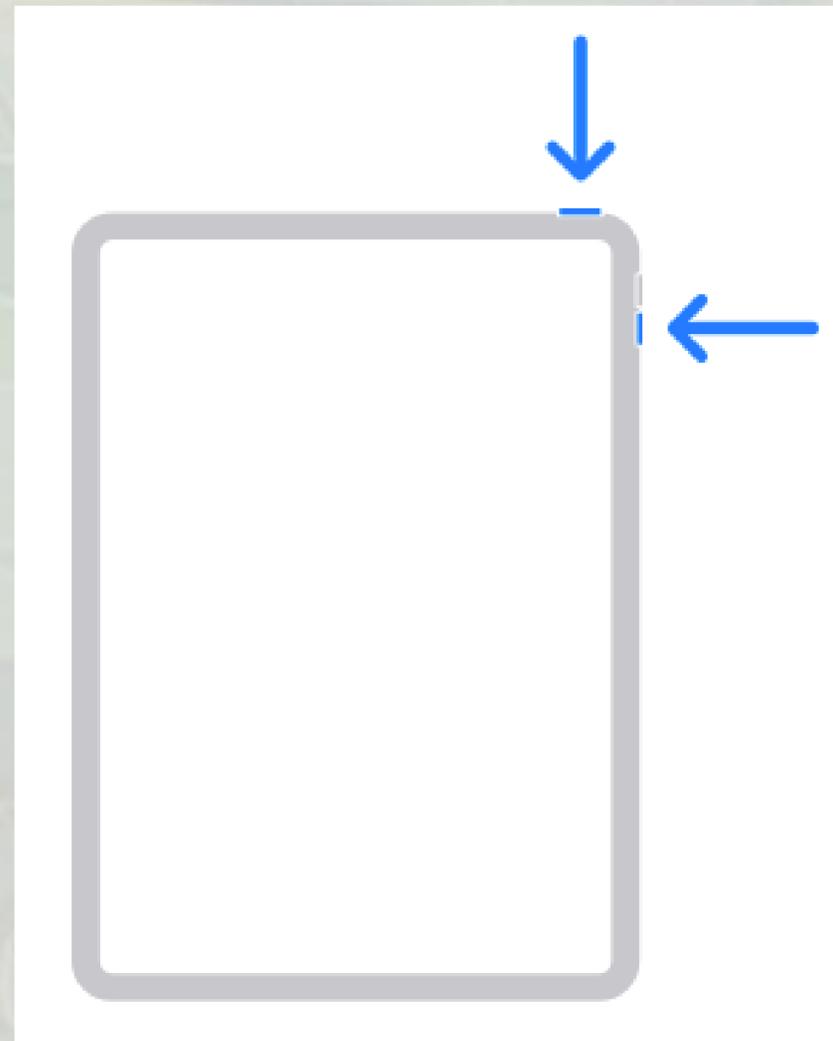
- Press and hold the top button until "slide to power off" appears on the screen.
- Let go of the button and slide to power it off.
- Wait 30 seconds for device to turn off.
- To turn device back on, press and hold top button until you see the Apple logo.
- Let go of the button and it will continue to turn on.



RESTART - IPAD

How to restart iPad without a home button (newer models)

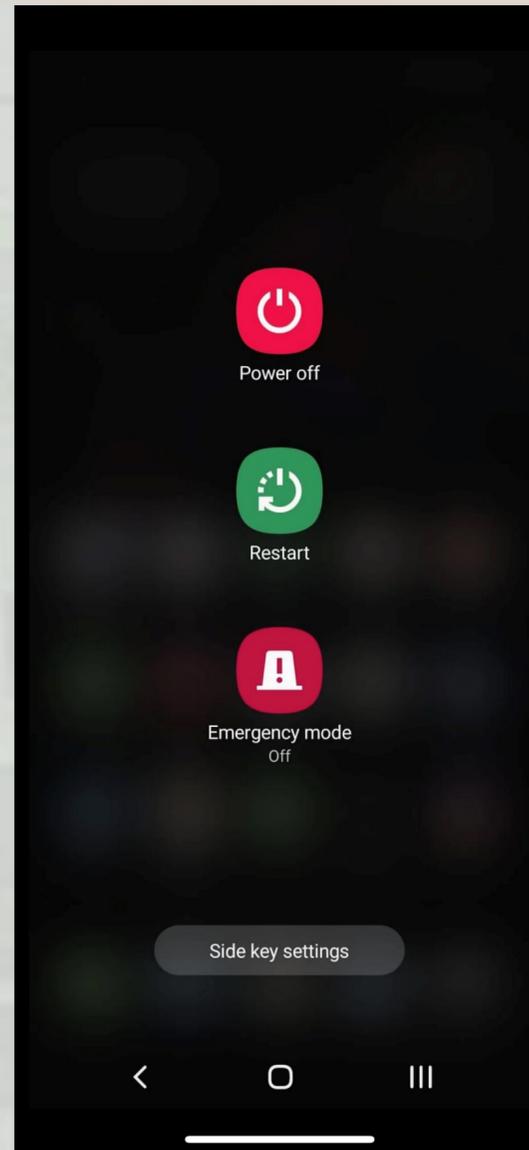
- Press and hold both the power and the down volume button until "slide to power off" appears on the screen.
- Let go of the buttons and slide to power it off.
- Wait 30 seconds for device to turn off.
- To turn device back on, press and hold top button until you see the Apple logo.
- Let go of the button and it will continue to turn on.



RESTART - ANDROID

How to restart Android smartphone or tablet

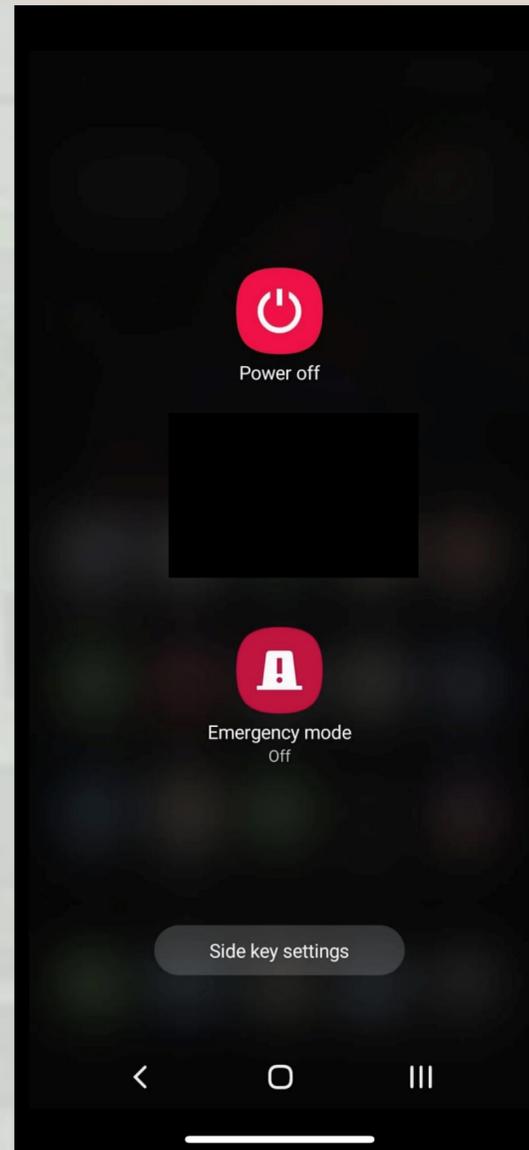
- Press and hold the power button (usually on the top, left or right side) for a few seconds, until the power menu appears.
- Click/tap “Restart”.
- Wait 30 seconds for your device to restart.
- Once device has turned back on, the restart is complete.



RESTART - ANDROID

How to restart Android smartphone or tablet

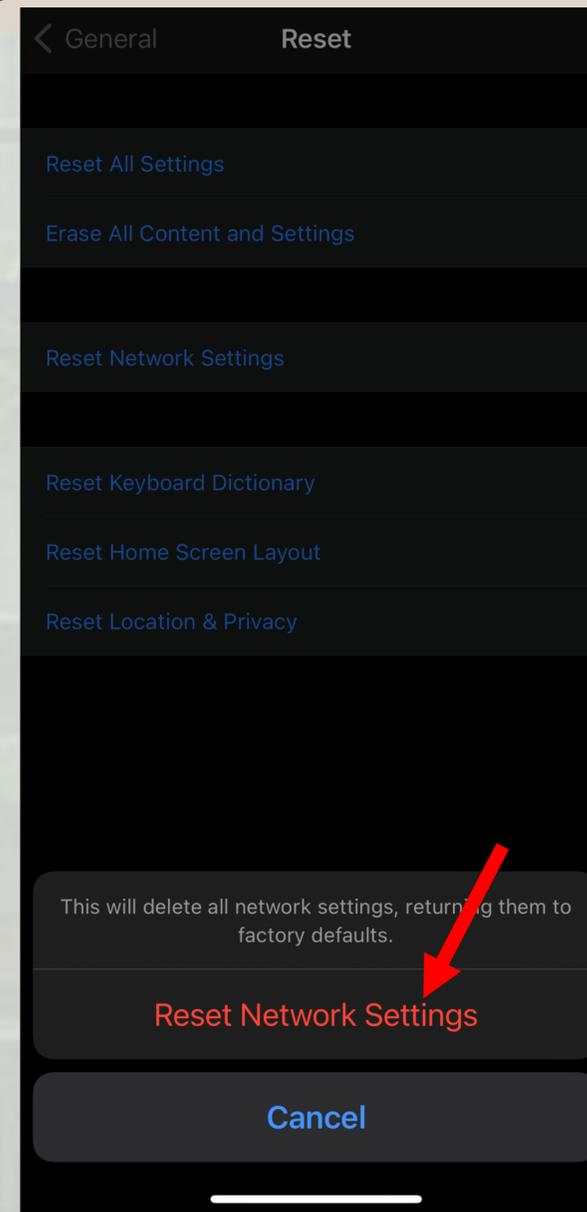
- Press and hold the power button (usually on the top, left or right side) for a few seconds, until the power menu appears.
- Click/tap “Power Off”.
- Wait 30 seconds for your device to turn off.
- To turn device back on, press the power button.



WI-FI LOSS - IPHONE

How to reset network settings if you lose Wi-Fi connectivity

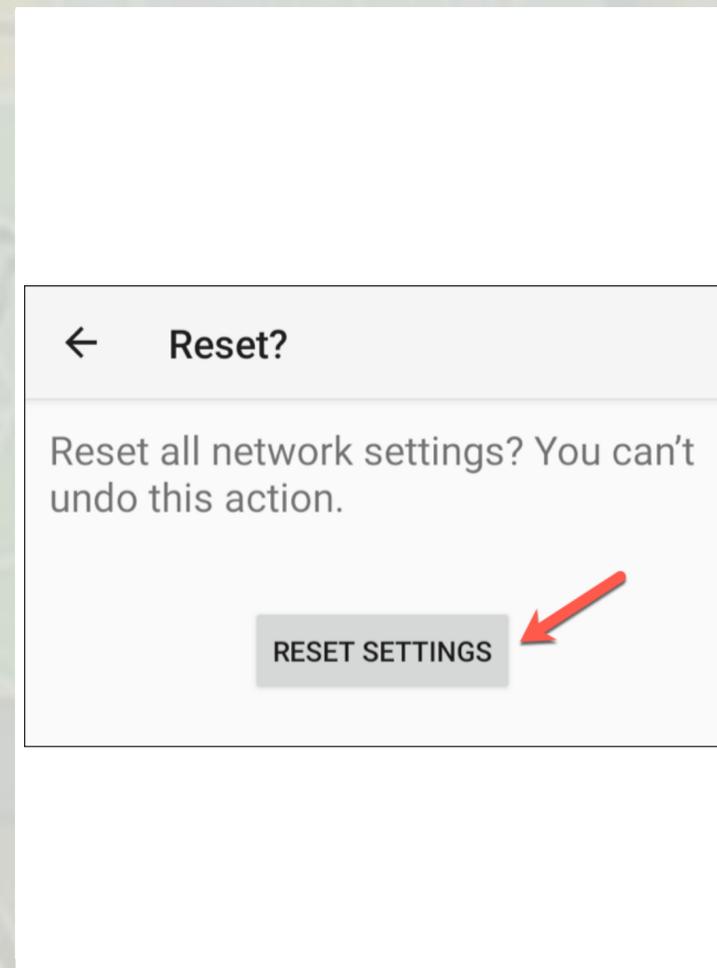
- Navigate to settings.
- Tap general.
- Scroll down to “Reset”.
- Tap Reset “Network Settings”.
- Enter your passcode.
- Tap Reset Network Settings.
- Your phone will reset all network connections.
- You will need to reconnect to the Wi-Fi as normal.



WI-FI LOSS - ANDROID

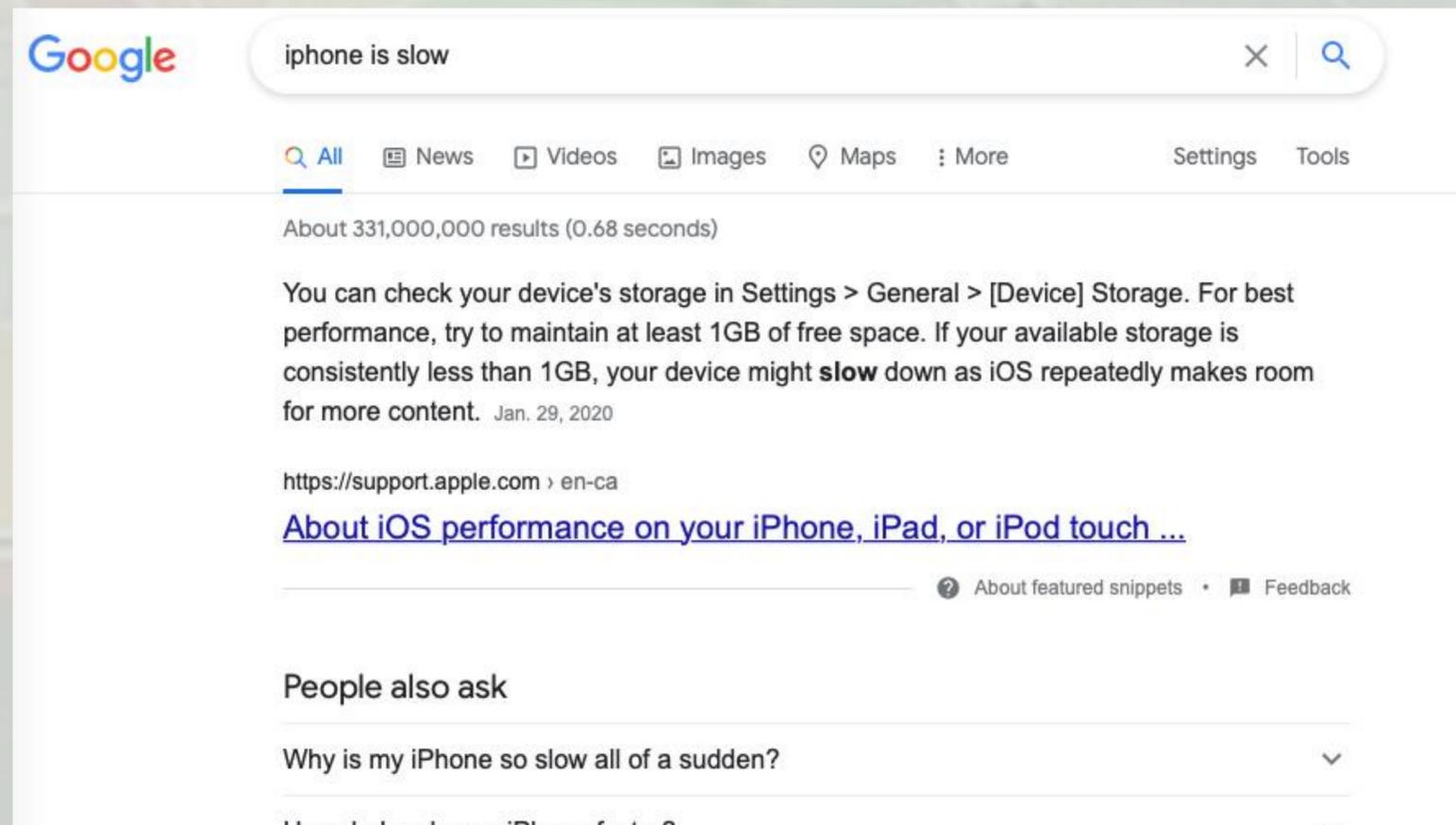
How to reset network settings if you lose Wi-Fi connectivity

- Navigate to settings.
- Tap “System”.
- Tap “Reset Options”.
- Tap “Reset Wi-Fi, mobile and Bluetooth”.
- Tap “Reset Settings”.
- Enter your passcode.
- Tap “Reset Settings”
- Your phone will reset all network connections.
- You will need to reconnect to the Wi-Fi as normal.



USE THE INTERNET TO TROUBLESHOOT

If solutions in the previous slides do not work, if you are comfortable, you can use the internet to search for common problems and their solutions.



Google search results for "iphone is slow". The search bar shows "iphone is slow" and the search button. Below the search bar are navigation options: All, News, Videos, Images, Maps, More, Settings, Tools. The search results show "About 331,000,000 results (0.68 seconds)". A featured snippet from Apple support is displayed: "You can check your device's storage in Settings > General > [Device] Storage. For best performance, try to maintain at least 1GB of free space. If your available storage is consistently less than 1GB, your device might slow down as iOS repeatedly makes room for more content. Jan. 29, 2020". Below the snippet is the URL "https://support.apple.com > en-ca" and the title "About iOS performance on your iPhone, iPad, or iPod touch ...". There are also links for "About featured snippets" and "Feedback".



WHERE TO TAKE YOUR DEVICE FOR REPAIR

If solutions in the previous slides do not work, you will need to take your devices to a professional technician

- Note, this will cost money
- For Apple Devices (iPhone or iPad):
 - Apple Eaton Centre
220 Yonge St · In the Toronto Eaton Centre
(647) 258-0801 <https://www.apple.com/ca/retail/eatoncentre/>
 - Apple Yorkdale
3401 Dufferin St · In the Yorkdale Shopping Centre
(416) 785-1776 <https://www.apple.com/ca/retail/yorkdale/>
 - Apple Fairview
1800 Sheppard Ave E · In Fairview Mall
(416) 646-4412 <https://www.apple.com/ca/retail/fairview/>
 - Apple Sherway Gardens
25 The West Mall · In Sherway Gardens
(416) 646-8489 <https://www.apple.com/ca/retail/sherwaygardens/>



WHERE TO TAKE YOUR DEVICE FOR REPAIR

- For Android Devices (Smart Phone or Tablet):

uBreakiFix

<https://www.ubreakifix.com>

1.877.320.2237

The Fone Guys

<https://thefoneguys.ca>

416-366-3489

Mobile Klinik

<https://mobileklinik.ca/stores/dundas-square/>

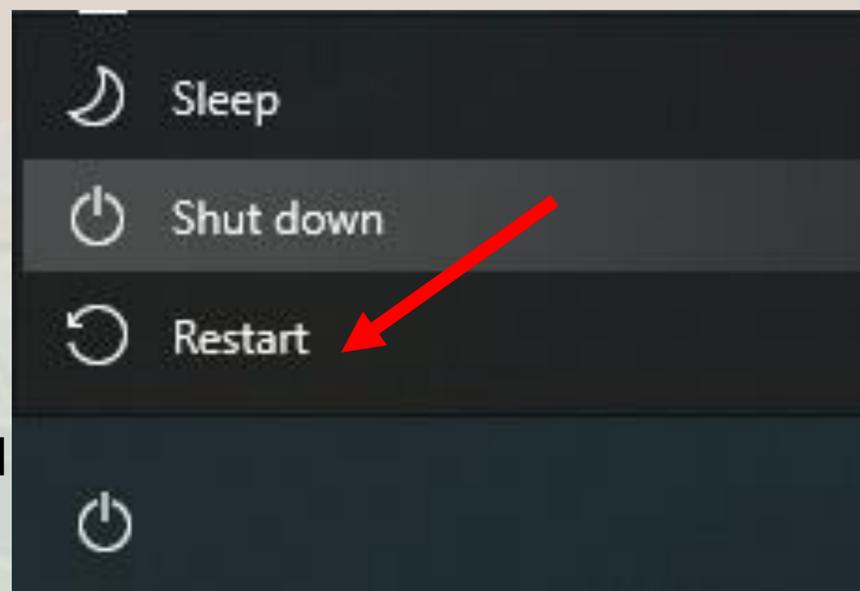
(416) 260-0888



COMMON PROBLEMS – COMPUTER

Computer is slow, or freezes

- Restart by using the start menu
- If you are unable to access the menu to restart because your computer is frozen – Hard Boot
 - Hold down power button until screen goes blank (20 seconds)
 - Let go
 - Wait 10 seconds
 - Press the power as you would to turn it on (one press for 2 seconds and let go)
 - Computer will restart as normal



COMMON PROBLEMS – COMPUTER

Keyboard or Mouse are not working

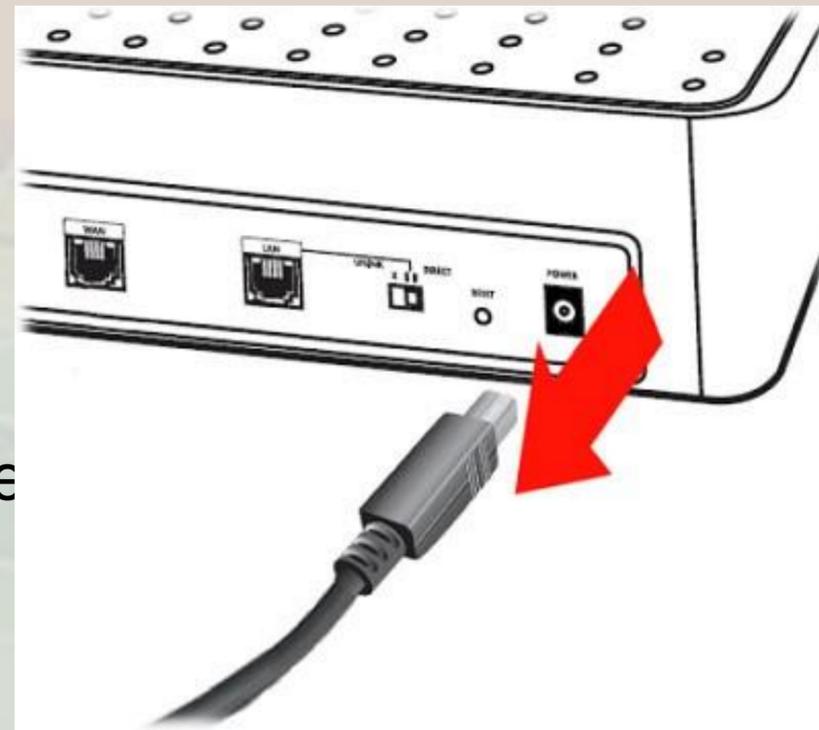
- Restart as described previously
- If restarting does not work, unplug and re-plug the device
 - Locate the cord of the device that isn't working
 - Unplug it
 - Wait 10 seconds
 - Plug it back in



COMMON PROBLEMS – COMPUTER

Applications accessing the internet are slow

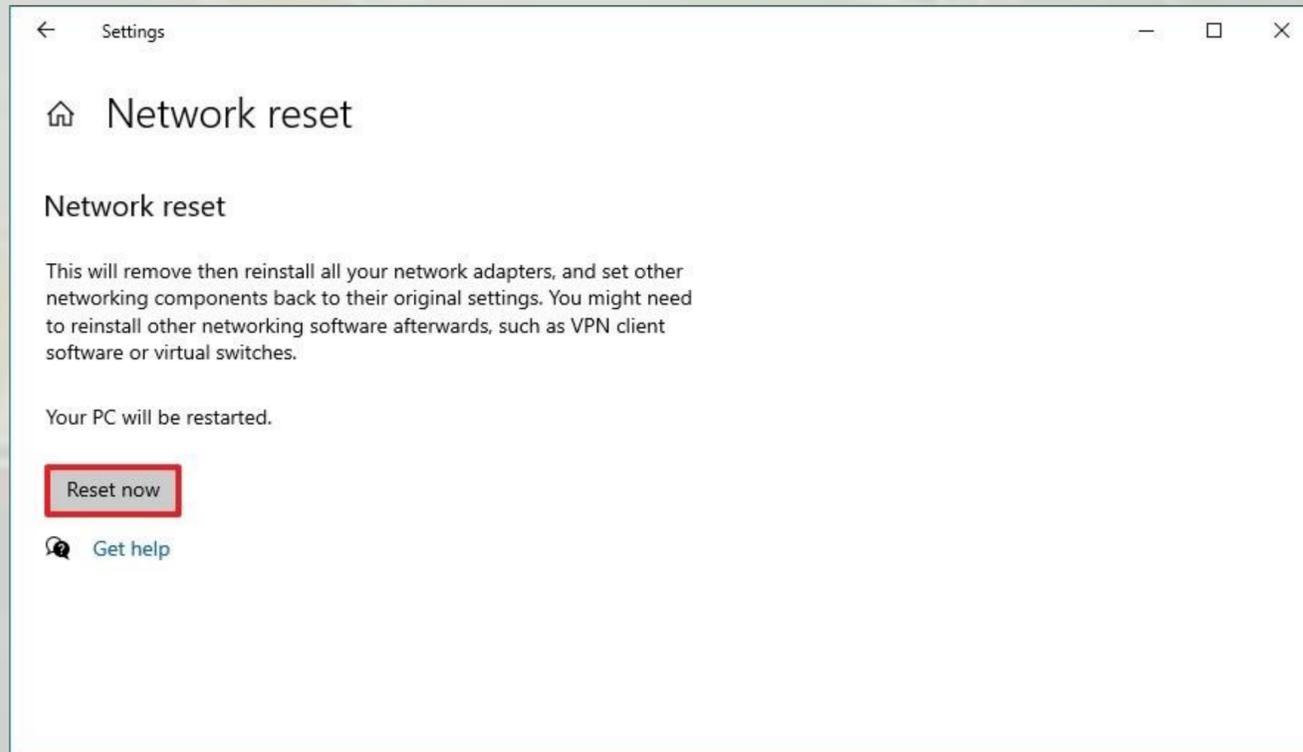
- Application
 - Quit the application and re-open it
 - Restart the computer
- Internet
 - Restart the modem if you are comfortable doing so, if not contact your service provider
 - To restart the modem, locate it in your house, and pull the power plug (trace by going from the outlet on the wall to the back of the modem)
 - Wait 10 seconds, and plug it back in
 - Wait 10 minutes, and try using the internet again, the speed should be normalized



COMMON PROBLEMS – COMPUTER

Wi-Fi Loss – Reset Network

- Open settings from the Start Menu
- Click on Network and Internet
- Click on Status
- Under Advanced Network Settings, click “Network Reset”
- Click Reset Now
- Click Yes
- Your computer will reboot, and you can reconnect to Wi-Fi as usual



COMMON PROBLEMS – COMPUTER

Sudden Power Loss/Shut off

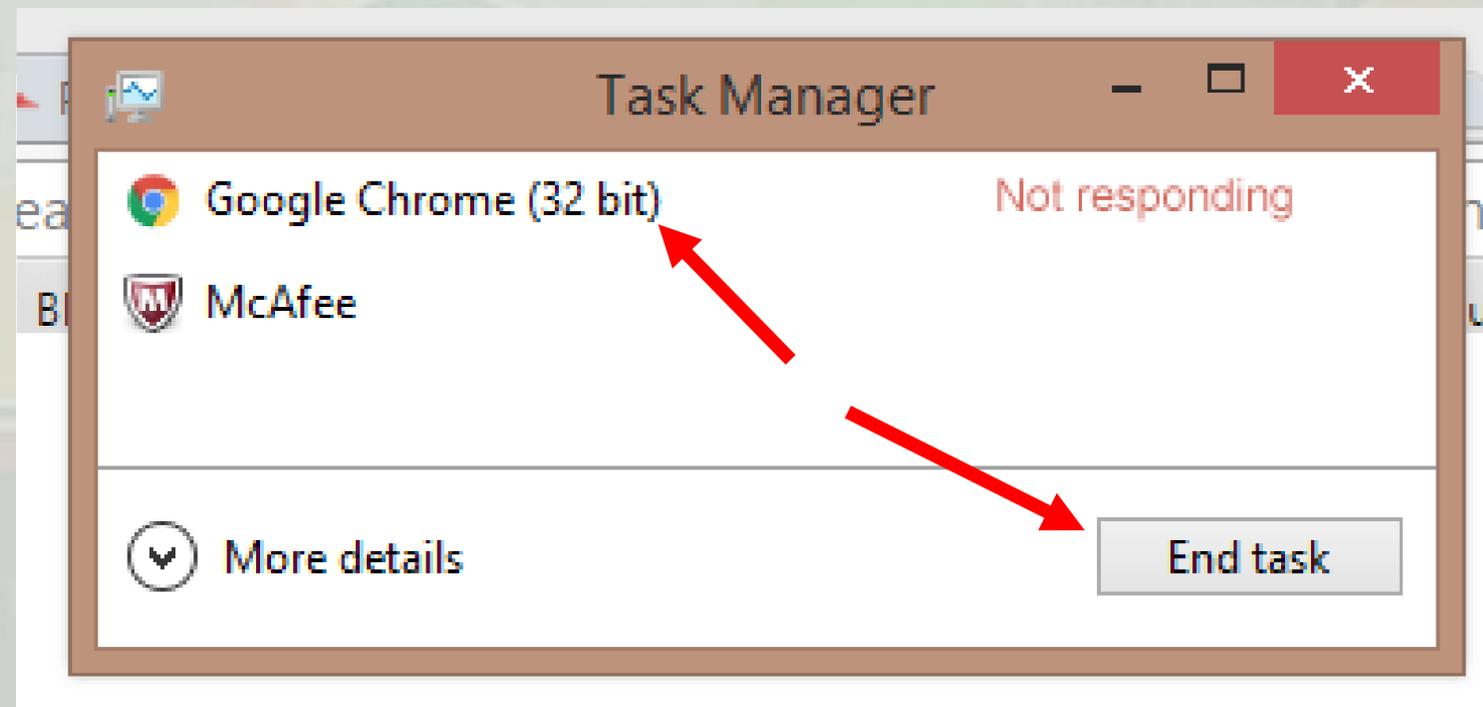
- Check all of your connections
 - Did a cord get knocked out of the wall outlet?
 - Check that all cords are securely connected – make sure they are pushed in as far as they can be
 - Restart
- Laptop
 - Is your laptop sufficiently charged? – Ensure the charger is connected and plugged into the wall and allow it to charge for a minimum of 10 minutes
 - Restart
 - If it does not start up, preform a hard boot as described previously
 - If it still does not start up – there may be an issue with your battery



COMMON PROBLEMS – COMPUTER

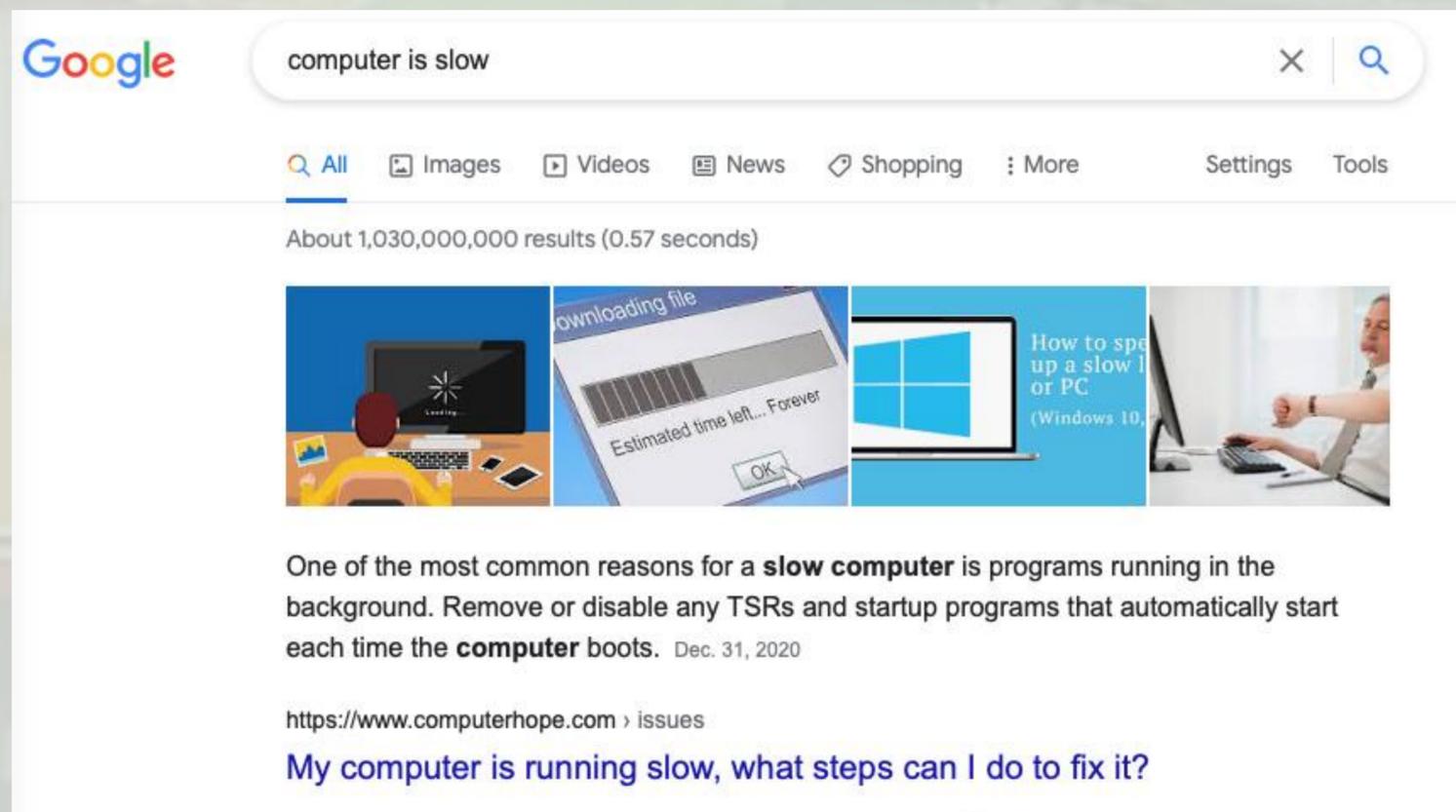
Program is slow or not responding, or the cursor is spooling

- Press and hold the control, alt, delete buttons all at once
- The task manager will appear
- Select the program from the list
- Click End task
- Re-open the program



USE THE INTERNET TO TROUBLESHOOT

If solutions in the previous slides do not work, if you are comfortable, you can use the internet to search for common problems and their solutions.



Google

computer is slow

All Images Videos News Shopping More Settings Tools

About 1,030,000,000 results (0.57 seconds)



One of the most common reasons for a **slow computer** is programs running in the background. Remove or disable any TSRs and startup programs that automatically start each time the **computer** boots. Dec. 31, 2020

<https://www.computerhope.com> › issues

[My computer is running slow, what steps can I do to fix it?](#)



WHERE TO TAKE YOUR DEVICE FOR REPAIR

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- Note, this will cost money

Geek Squad

Various Locations

1-800-433-5778 <https://www.bestbuy.ca/en-ca/services/geek-squad-services/bltb5f906bfb57d7744>

Tick Tock Tech

Various Locations

(416) 743-1988 <https://ticktocktech.com/toronto-computer-repair/service/>

Nerds on Site

Various Locations

1-877-696-3737 <https://www.nerdsonsite.com/residential-services/computer-repair/can/on/toronto/>

Seniors Tech Services

25 Sheppard Ave W - Suite 300

1-800-401-7820 <https://www.seniorstechservices.ca/technical-support.html>



QUESTIONS?

