

## TIPS TO TRY BEFORE CALLING SUPPORT

### DOCUMENT HOW TO RECREATE THE PROBLEM (IF POSSIBLE)

- Replicate the problem – see it with your own eyes.
- Users are typically terrible at describing a problem – so watch the process that caused the issue using a remote session.
- If you can identify specific actions that consistently cause the trouble, the tech support specialist can outline your steps to determine the problem.
- Write down the precise sequence of actions.

### IDENTIFY WHETHER THE ISSUE IS GLOBAL OR INDIVIDUAL

- Often, the user will have no clue if others have the issue.
- It helps get to the root cause of why something is not working with the hardware/software.

### IDENTIFY WHETHER YOUR SOFTWARE IS THE ISSUE

- Close the software and try to replicate the problem.
- If you can still replicate it, then the issue is not software-related.

### DID ANYTHING CHANGE RECENTLY THAT COULD HAVE CAUSED THE ISSUE?

- Did the trouble begin after you installed software, added a new piece of hardware, or updated a device?
- When did it last work properly?
- If your computer was working satisfactorily yesterday or the last time you were logged on but are now having trouble, try to identify everything that has changed recently.

### PROVIDE SPECIFIC ERROR MESSAGES AND SCREENSHOTS (IF CONSISTENT ERROR MESSAGES)

- If consistent, write down the exact error message on the screen.
- Either write it down word for word or take a screenshot.
- Snipping Tool, or SnagIt.

### CHECK WINDOWS LOGS (EVENTVWR.MSC)

- It lets administrators and users view the event logs on a local or remote machine.
- It supports logging events, querying events, subscribing to events, archiving event logs, and managing event metadata.
- It records minor start-up and processing errors.
- It uses event IDs to define the events that a Windows computer can encounter.

### INDICATE WHAT YOU EXPECT TO HAPPEN

- How does the expected outcome differ from what currently happens?
- Explain the feature's background to the person performing the troubleshooting.

### DOCUMENT ANY TROUBLESHOOTING STEPS ALREADY PERFORMED

- Have you tried rebooting or reinstalling, depending on the problems and symptoms?
- Documenting your attempts can save time and avoid repeating the same processes.

## HAVE YOU TRIED?

Phoning or web-chatting with tech support need not be stressful. Before calling, take these steps to hasten the process, and you have the information that the support team will need.

	<p><b>DOCUMENT THE SOFTWARE VERSION YOU ARE CALLING ABOUT</b> Different software versions have unique “known issue” lists and require different approaches to troubleshooting.</p>
	<p><b>DOCUMENT HOW TO RECREATE THE PROBLEM (IF POSSIBLE)</b> Replicate the problem – see if with your own eyes – grab a screenshot. Document the specific set of actions that consistently cause the trouble to occur.</p>
	<p><b>IDENTIFY WHETHER THE ISSUE IS GLOBAL OR INDIVIDUAL</b> Ask other team members if they are experiencing the problem or if the steps you documented above cause the same error for them.</p>
	<p><b>DOCUMENT RECENT CHANGES OR UPDATES</b> Did the trouble begin soon after you installed something, added a new piece of hardware, or updated a device? Did Windows (or Mac, iOS, or Android, as appropriate) updates recently run? When did it last work properly?</p>
	<p><b>PROVIDE SPECIFIC ERROR MESSAGES AND SCREENSHOTS</b> Telling support you “get an error” does little to nothing to help them. Write down the exact error message, or better yet, grab a screenshot</p>
	<p><b>DOCUMENT ANY TROUBLESHOOTING STEPS ALREADY PERFORMED</b> Have you rebooted your machine, reinstalled the software, or run an update?</p>