

Basic Feature	Problem	Options
General software issues	Windows displays a blue screen during startup	Windows may automatically restart after displaying a blue screen, as shown below. You may also get a Windows startup menu upon reboot. If you do, choose 'Start Windows Normally' and see if the problem goes away. It may be a one-off glitch.
General software issues	Cannot login to Windows	- Ensure you are using your correct DIDE username and password. - Check that Caps Lock/Num Lock isn't on by mistake. - Check that your password is what you are expecting it to be by typing it into the Username box. This allows you to see what you are typing in case your keyboard is set to another locale, for example. - Check that the 'Logon to' box shows DIDE as the domain (only if your computer is on the DIDE private network). - Check the network cable is securely plugged in at both ends. - Try logging on to another computer to see if your account works on that. Ask someone else to logon to your computer to see if they can or not.
General software issues	Issues with Microsoft office	For Office 2007, run the Microsoft Office Diagnostics tool: - Click on Start -> All Programs -> Microsoft Office -> Microsoft Office Tools -> Microsoft Office Diagnostics. - Click on Continue to start the tests and repair any problems found For Office 2010, run the Repair tool: - Click on Start -> Control Panel -> Programs & Features (or Add/Remove Programs in Windows XP). - Click on 'Microsoft Office Professional Plus 2010' and then click on the Change button in the toolbar. - Choose Repair and click on Continue.

How To Create A Troubleshooting Guide

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