

# Problem Situations

**Directions:**

Review the Computer Uses Student Handout and answer the following questions.

1. Mary's computer is running slow and will not load programs or videos. She has tried restarting her computer yet it is still not running at full potential. What should Mary NOT do to correct the issue?
  - A. Check the internet connection
  - B. Create space on the hard drive
  - C. Keep restarting until it starts working
  - D. Disable programs and services which automatically start on boot up
2. Which of the following could occur making it necessary for Amy to troubleshoot her computer?
  - A. Error messages keep popping up
  - B. Adding new hardware or software
  - C. Computer will not connect to a wireless network or printer
  - D. All of the above
3. When a computer is frozen and cannot properly be shut down, manually hold down the \_\_\_\_\_ button until the computer restarts.
4. If you lose files from your computer what are three different ways you can try to recover or prevent losing files in the future?
5. On a separate sheet of paper, write down the steps to take if a computer has the following issues: (a.) will not connect to the internet; (b.) has a virus and (c.) has system failure.
6. Find and run a safe virus scan on your computer. Observe what it finds and list below.