

Computer Quick Fix Checklist

If the Computer or Internet Diagnostic Matrix indicates that the problem is probably due to your computer, use this checklist to narrow down the possible causes.

Be systematic. Work through the possible issues one by one. Don't change multiple things at once. Clearly identify the issue and apply the right fix.

1. Does your computer feel slow even when you are NOT using the internet?

- ☐ Yes → Likely a computer issue (continue below)
- ☐ No → May be an internet issue (refer to the Internet Quick Fix Checklist)

2. Does your computer improve after a restart?

- ☐ Yes → Temporary processes or background activity were likely the cause
- ☐ No → Continue below

3. Are programs slow to open or switch between?

- ☐ Yes → Possible causes:
 - Too many programs running
 - Low available memory (RAM)

Try:

- Close unused programs
- Restart your computer

4. Does your computer slow down when using your browser?

- ☐ Yes → Possible causes:
 - Too many tabs open
 - Extensions using resources

Try:

- Close unused tabs
- Restart your browser

5. Is your storage nearly full?

☐ Yes → This can slow your system

Try:

- Delete unnecessary files
- Empty Recycle Bin
- Move files to external or cloud storage

6. Does your computer take a long time to start?

☐ Yes → Likely too many startup programs

Try:

- Disable unnecessary startup apps

7. Does your computer feel hot or slow down after running for a while?

☐ Yes → Possible overheating

Try:

- Check vents and airflow
- Avoid using laptop on soft surfaces

8. Is your computer older (4–5+ years)?

☐ Yes → May be reaching hardware limits

Consider:

- Adding memory (RAM)
- Upgrading to SSD
- Replacing the computer