

## Problems with the PC or Physical Keyboard

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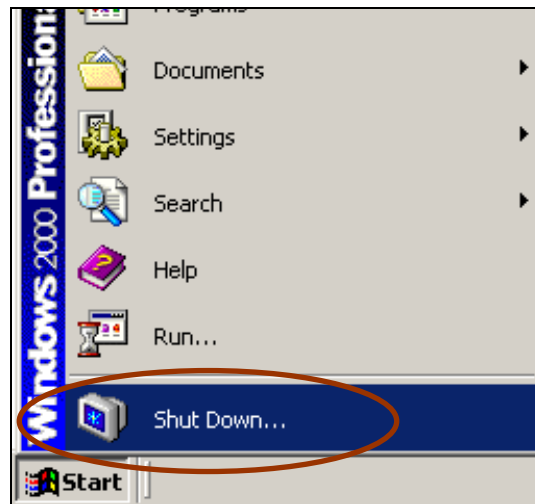
### Personal Computers (PCs)

The physical PC (personal computer) is a fixed asset of the local WIC program/agency. All upgrades and/or repairs to software and hardware are handled locally within each agency and are the responsibility of the local agency. Local IT support should be called for assistance when:

- the PC will not boot up
- there is a virus on the PC
- there is a problem with your PC login password
- the PC has any physical problems – bad hard drive, damaged keyboard or mouse, bad cable, unreadable monitor, etc

Some PC or application issues can be resolved by quitting all open applications and restarting the PC:

- There will be no icons on the task bar next to the Start menu, if the user has quite the application properly.
- Click on the Start menu at the bottom left corner of the screen.
- Select Shut Down



- Select **Restart** from the drop down arrow
- Click the **OK** button



If the problem persists after restarting the PC, contact Local IT support for assistance. If the PC is under warranty, Local IT support should contact the manufacturer for support.

### **Keyboard Does Not Work Properly**

The information in this section should assist local agency staff to diagnose and treat some of the more common problems that might occur with the keyboard.

If one or more of the keys on the keyboard is sticking or does not respond when pressed, it might have something caught under the key.

- Turn the keyboard upside down and gently shake it to see if something will fall out.
- Compressed air can be used to clean the keyboard.

If typing does not produce the desired results:

- Make sure the CAPS lock key on the keyboard is OFF.
- Make sure the NUM lock key on the number keypad is ON.
- Verify that the keyboard is properly plugged into the back of the PC.
  - ▶ Unplug and
  - ▶ Re-plug the keyboard cable.

Sometimes a problem that appears to be a keyboard or mouse problem may actually be an application problem.

- Quit the open application
- Restart the application.
- If the problem does not resolve, depending upon the application in which the user is working, contact either the Local IT support or the NSB Helpdesk for assistance.