**Video #1: Basic Computer Troubleshooting**

What are the 3 topics you will learn about?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Video #2: Basic Troubleshooting**

Step 1 = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Step 2 = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Ask yourself…**

Is there p\_\_\_\_\_ ? Check for lights and check the c\_\_\_\_\_\_ that go in to the computer.

Is there a network c\_\_\_\_\_\_\_\_\_\_\_\_\_? Look at the link and \_\_\_\_\_\_\_\_\_ light on the Ethernet cable. There should be a steady green light and a blinking yellow light.

Is your wireless connection working?

Did you get any e\_\_\_\_\_\_\_ messages when the computer turned on? You should write down these messages.

Lastly, try \_\_\_\_\_\_\_\_\_\_\_\_\_\_ the computer to see if that solves the issue.

**Conclusion:**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Video #3: Malware**

Malware is software designed with malicious \_\_\_\_\_\_\_\_\_\_. Examples are popup ads, spyware, or \_\_\_\_\_\_\_\_.

How do you prevent malware installation? Hold down \_\_\_\_\_\_\_\_ + \_\_\_\_\_\_. This closes the window at the foreground.

Easiest way to make sure malware doesn’t get installed is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ software.

One type is called Microsoft \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Essentials which can be downloaded on Microsoft’s website.

Using Malwarebytes Anti-malware, you can locate malware that is installed on your computer. Go to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.com to get the software.

Conclusion:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_