

- If possible, save all your open work. If you're on a network and it's not responding, try saving to your desktop. If other people in your office are having the same problem, ask them to save locally also.
- If you're getting an error message, write it down. This will be one of the first things we'll ask you for.
- Switch off your computer and monitor, then switch them on again.
- If the problem persists on your computer and others in the office, reboot the server.