

Essential IT Troubleshooting Guide

Quick solutions for common workplace IT issues.



EMAIL & OUTLOOK

Outlook won't open or keeps freezing

Close Outlook completely, then do a full shutdown and restart your computer. This resolves most Outlook issues.

Outlook says 'Working Offline'

Look at the bottom bar in Outlook. Click 'Working Offline' once to go back online. Check your internet connection if it keeps happening.

A legitimate email landed in Junk

Right-click the email and choose 'Not Junk'. This trains the filter so it doesn't happen again for that sender.

Set an out-of-office reply

In Outlook, go to File > Automatic Replies. Turn it on, set your dates, and type your message. Click OK to save.



PASSWORD & LOGIN

Forgot your Microsoft 365 password

Go to the Microsoft login page and click 'Forgot my password'. Reset it using your mobile or backup email. If fully locked out, contact us.

Forgot your Windows login password

On the login screen, click 'I forgot my PIN' or 'Reset password'. Follow the prompts using your Microsoft account. If it's a company-managed device, contact us — don't attempt a reset yourself.

Can't log in to another app or system

Check Caps Lock is off. Use the 'Forgot password' link on the login page with your work email address. If it's a company system with no self-reset option, contact us.



GENERAL

Computer is running slowly

Restart it. Not close the lid — a full shutdown and restart.

Can't log in to a website or application

Clear your browser cache: press Ctrl + Shift + Delete, tick 'Cached images and files' and 'Cookies', then click Clear. Try logging in again.

Printer not responding

Check it's powered on and connected. For wireless printers, confirm it's on the right Wi-Fi. Restart both the printer and your computer.



MICROSOFT 365 - TEAMS & ONEDRIVE

Teams won't load or keeps crashing

Sign out of Teams and sign back in. If it's still not working, try the web version at teams.microsoft.com.

Microphone or camera won't work in Teams

Go to Windows Settings > Privacy > Microphone (or Camera) and make sure Teams has permission. This is the fix almost every time.

A OneDrive file shows a red X or won't sync

Click the OneDrive icon in the taskbar (bottom right). It will tell you exactly what's wrong. Follow the prompt.

Can't find a file shared with you in SharePoint

Check you're logged into the right Microsoft account. A wrong account is the most common reason shared files appear missing.

SECURITY - STOP AND CHECK FIRST

You received a suspicious email

Do not click any links or open attachments. Use the Report button in Outlook (look for the shield/flag icon in the ribbon) to report it directly to Microsoft. Then forward it to your IT contact for review.

How to report spam or phishing to Microsoft

Open the email, click the three dots (...) or the Report button in the Outlook ribbon, and select 'Report phishing' or 'Report junk'. This sends it to Microsoft for analysis and helps protect your whole organisation.

A pop-up is asking for your Microsoft password

Close the window immediately. Do not enter your password. This is almost always a phishing attempt. Contact us first.

An unexpected software install prompt appeared

Click nothing. Contact us first. Legitimate updates don't appear out of nowhere as pop-ups.

Your device is behaving strangely

Unusual pop-ups, programmes opening on their own, or unexplained slowness — log off and call us before using the device again. Don't try to fix these yourself. Contact us immediately.