

## **Tip – Computer Startup or Shutdown Procedures**

Sometimes computers do not complete their startup or shutdown procedures. When this happens, you can do one of following to help the computer complete its procedures.

### **Startup Procedures Tips:**

1. Check all cables to be sure they are not loose.
2. Check that the power strip is turned on and plugs are tight in it.
3. Check the floppy drive to be sure no disk is in it.
4. Disconnect any external USB drives, if an unsupported boot device or no operating system found message appears on startup.
5. If monitor has a yellow power light but is a black screen, do one of the following:
  - a. Press the mouse button to turn on monitor.
  - b. Press the spacebar to turn on monitor.
6. If the computer has a green power light on, but monitor won't go on:
  - b. Press and hold the computer's power button for about 10 seconds until the computer's green light goes out.
  - c. Press the computer's power button to turn the computer back on.

### **Shutdown Procedures Tips:**

1. If the computer will not shutdown or restart:
  - a. Press and hold the computer's power button for about 10 seconds until the computer's green light goes out.
  - b. If you need to restart the computer, press the computer's power button again.

Whenever you need help with any computer issue, please check our Support Services website as information is constantly added and updated:

[http://www.uis.harvard.edu/support\\_services/](http://www.uis.harvard.edu/support_services/)