# Computer Troubleshooting

## TRY THESE STEPS BEFORE BRINGING YOUR LAPTOP TO THE MEDIA CENTER

## 1 RESTART YOUR COMPUTER

Restart your computer to ensure that your computer is up to date. Most glitches and programs that do not work are due to updates. **Be sure to complete all updates while connected to the school internet.**

### Restarting your computer will fix most issues like:

- Screen Glitching
- Mouse not working
- Clever programs not loading
- Not connecting to the internet
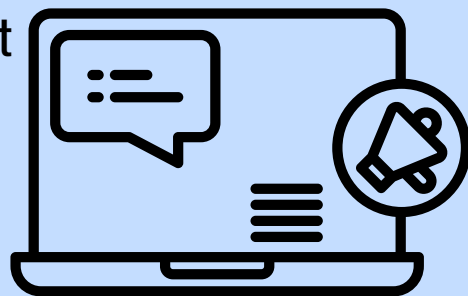
## 2 CLEAR BROWSING DATA & COOKIES

Go to your internet settings in Edge and go to **Clear Browsing Data** this will help Clever Programs & Performance Matters load.

### Clear Browsing Data & Cookies

1. Open Edge & click on 3 dots in upper left corner
2. Select Settings towards the bottom of the menu
3. At the top click on:  🗑 Clear browsing data
4. Select the the boxes in the picture be cleared.
5. Press Clear now.
6. Exit Edge completely and go back in.

**Delete browsing data** ✕

Time range

All time ⌄

☑ Browsing history
1,119 items. Includes autocompletions in the address bar.

☑ Download history
328 items

☑ Cookies and other site data
From 526 sites. Signs you out of most sites.

☑ Cached images and files
Frees up less than 320 MB. Some sites may load more slowly on your next visit.

☐ Passwords
96 passwords (for pcsb.org, balfour.com, and 94 more, synced)

Clear browsing data for Internet Explorer mode

This will clear your data across all your synced devices signed in to MATTIOLIG@pcsb.org. To clear browsing data from this device only, sign out first.

Cancel | Clear now