

**Instructions: Shade or write the correct letter with the answer in the box provided**

1. What is Computer Troubleshooting?
  - (a) A process to correct problems with computer hardware and software.
  - (b) It is a form of problem solving
  - (c) Getting into trouble on the computer
  - (d) A and B only
2. What can you do if the Power button will not start the computer?
  - (a) Check to see if the power cord is plugged in.
  - (b) Check outlet to see if it is working.
  - (c) Check surge protector to see if it is turned on.
  - (d) All of the above
3. Your WORD application (program) is running slowly. What can you do?
  - (a) Close and reopen the application.
  - (b) Update the application
  - (c) A and B only
  - (d) Delete the application
4. What can you do when "All programs on the computer run slowly"?
  - (a) Run a virus scanner software
  - (b) Try deleting any files or programs you don't need.
  - (c) Run Disk Defragmenter on your PC.
  - (d) All of the above.
5. How do you help someone if their program/application is frozen?
  - (a) Force quit the application (Ctrl+Alt+Delete)
  - (b) Restart the computer.
  - (c) A and B only
  - (d) None of the above