



## **Maintenance Tasks for MOUSE Squad Students**

### **PC Maintenance**

- Clean desktop and My Documents folder
- Clean the equipment (case, keyboard, mouse, and display)
- Reseat connectors on the back
- Check network connectivity
- Clean internal dust with air compressor
- Test/clean optical and floppy drives

Requires Admin privileges

- Run a diagnostic or system inventory program (e.g. Belarc Advisors)
- Error checking/chkdsk
- Defragging
- Deep-clean the "Temporary Files" areas
- Back up user files
- Run complete virus scans
- Check/Run software updates
- Install plug-ins

### **Mac Maintenance**

- Clean desktop
- Clean the equipment (case, keyboard, mouse, and display)
- Reseat connectors on the back
- Clean internal dust with air compressor
- Test/clean optical and floppy drives

Requires Admin privileges

- Error checking – Disk Utility > Repair permissions/Repair disk
- Check/Run software updates
- Check network connectivity
- Back up user files
- Run complete virus scans and update Virus
- Install plug-ins



## **Top Troubleshooting Issues that MOUSE Squad Students Resolve**

1. I can't print
2. I can't find my file.
3. I can't get CD/DVD out.
4. Computer won't turn on/is frozen.
5. I can't get/receive mail.
6. This program won't work right.
7. I can't access the network/Internet.
8. My battery is giving me problems.
9. I lost my password.
10. I think I have a virus.

### **Other Top Jobs for MOUSE Squad Students**

- Computer Set-up (and other tech set-ups, ie. Smartboards, cameras)
- Installing software
- Imaging computers
- Projector connections