

GENCO UK GROUP

Windows 11 & Microsoft 365 Basic Troubleshooting Wiki

Step-by-step self-service guidance for common end-user issues

Purpose: Use these guides for safe, basic checks before contacting IT. Stop and escalate whenever a security warning appears, company policy blocks a step, or you are unsure.

Owner: IT & Systems

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Classification: Internal

How to use this wiki

Find the symptom that most closely matches the problem.

Complete the “Before you start” checks.

Follow each step in order and stop when the issue is resolved.

Use “Confirm it is fixed” to test the result.

Escalate to IT when a listed escalation condition applies.

Security: Never share passwords or MFA codes. Do not bypass security warnings, disable protection, install unapproved software, edit the registry, or use administrator credentials unless directed by IT.

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WINDOWS 11 | WIKI 01

Computer is running slowly

Problem: Apps take a long time to open, the pointer pauses, or the device is generally unresponsive.

Before you start

- Save your work before restarting.
- Check whether the issue affects one app or the whole computer.

Step-by-step resolution

1. Restart the computer using Start > Power > Restart.
2. After sign-in, press Ctrl + Shift + Esc to open Task Manager.
3. On Processes, select the CPU, Memory or Disk heading to identify unusually heavy apps.
4. Close only apps you recognise and no longer need.
5. Open Settings > Windows Update and select Check for updates.
6. Leave at least 10 GB of free space by opening Settings > System > Storage and reviewing Temporary files.

Confirm it is fixed

Reopen the app that was slow and confirm normal response for several minutes.

Tip: Do not end Windows, security or management processes you do not recognise.

Escalate to IT if

CPU, memory or disk remains near 100% with no clear cause.

The device shows repeated blue screens, unexpected restarts or unusual noises.

Computer has frozen

Problem: The screen, keyboard or mouse stops responding.

Before you start

Wait 30 seconds in case an app is completing a task.

Note which app was open and what you were doing.

Step-by-step resolution

1. Press Ctrl + Shift + Esc. If Task Manager opens, select the unresponsive app and choose End task.
2. If Task Manager does not open, press Ctrl + Alt + Delete and select Task Manager or Restart.
3. If nothing responds, hold the physical power button for about 10 seconds, wait 10 seconds, then power on.
4. After signing in, reopen only the apps you need and check Windows Update.

Confirm it is fixed

The desktop and applications respond normally after restart.

Tip: A forced shutdown can lose unsaved work, so use it only when normal restart is impossible.

Escalate to IT if

Freezing happens repeatedly.

The device will not start or BitLocker recovery appears.

No internet connection

Problem: Web pages, Teams or Outlook report that there is no connection.

Before you start

Check whether colleagues or another device have the same issue.

If using a cable, confirm it is firmly connected.

Step-by-step resolution

1. Select the network, sound and battery area on the taskbar.
2. Confirm Airplane mode is off and Wi-Fi is on.
3. Select the correct company Wi-Fi network and choose Connect.
4. Turn Wi-Fi off, wait 10 seconds, then turn it on again.
5. Open the Get Help app, search for Network troubleshooter and follow the prompts.
6. Restart the computer if the connection is still unavailable.

Confirm it is fixed

Open two different websites and confirm Teams or Outlook reconnects.

Escalate to IT if

Several people are affected.

The company network is missing, credentials are rejected, or the device repeatedly disconnects.

Wi-Fi keeps disconnecting

Problem: The device repeatedly drops wireless connectivity.

Before you start

Move closer to the access point if practical.

Check whether the issue occurs in one location only.

Step-by-step resolution

1. Select the network area on the taskbar and disconnect from Wi-Fi.
2. Wait 10 seconds, then reconnect to the correct network.
3. Open Settings > Network & internet > Wi-Fi > Manage known networks.
4. Select the affected network, choose Forget, then reconnect and enter the approved credentials.
5. Restart the device and install available Windows updates.

Confirm it is fixed

Keep a website or Teams call active long enough to confirm the connection is stable.

Escalate to IT if

The issue affects multiple users or a specific office area.

The network is not visible or authentication repeatedly fails.

Second monitor is not detected

Problem: An external screen is blank or missing from Display settings.

Before you start

Confirm the monitor has power and the correct input source is selected.

Reconnect the HDMI, DisplayPort, USB-C or dock cable.

Step-by-step resolution

1. Press Windows key + P and select Extend.
2. Open Settings > System > Display.
3. Select Multiple displays, then Detect.
4. If using a dock, disconnect it from the laptop and power, wait 20 seconds, then reconnect power and the laptop.
5. Restart the computer with the screen connected.

Confirm it is fixed

Move the pointer and a window between both screens.

Escalate to IT if

The screen says No signal after cable and input checks.

The dock, cable or monitor appears damaged.

No sound or wrong audio device

Problem: Sound is muted, too quiet, or plays through the wrong device.

Before you start

Check headset, speaker and cable connections.

Confirm a Bluetooth headset is charged.

Step-by-step resolution

1. Select the speaker icon on the taskbar.
2. Raise the volume and confirm mute is off.
3. Select the audio output selector and choose the correct speakers or headset.
4. Open Settings > System > Sound and select the required Output device.
5. Use the Test button, then restart the affected app.

Confirm it is fixed

Play approved audio or make a Teams test call and hear clear sound.

Escalate to IT if

No output device appears.

Audio fails in every app after restart.

Microphone or camera is not working

Problem: Teams or another approved app cannot hear or see you.

Before you start

Check for a physical camera shutter or microphone mute key.

Close any other app currently using the camera.

Step-by-step resolution

1. Open Settings > Privacy & security > Camera and allow camera access for the required app.
2. Open Settings > Privacy & security > Microphone and allow microphone access.
3. In Teams, open Settings > Devices and select the correct camera and microphone.
4. Use Make a test call where available.
5. Restart Teams, then restart Windows if needed.

Confirm it is fixed

A test call shows video and records clear audio.

Escalate to IT if

The device is absent from settings.

Privacy options are controlled by your organisation and the approved app remains blocked.

Printer is offline or will not print

Problem: Documents remain in the queue or the printer shows Offline.

Before you start

Confirm the right printer and site are selected.

Check that the printer is powered on and has no visible paper or toner warning.

Step-by-step resolution

1. Open Settings > Bluetooth & devices > Printers & scanners.
2. Select the printer and choose Open print queue.
3. Cancel any failed jobs you submitted.
4. Return to the printer page and select Set as default if appropriate.
5. Restart the printer only if local procedures allow it, then restart the computer.
6. Print a one-page test document.

Confirm it is fixed

The test page leaves the queue and prints correctly.

Escalate to IT if

The printer shows a hardware error, paper jam or low consumables.

Multiple users cannot print or the printer is missing.

Bluetooth device will not connect

Problem: A headset, mouse or keyboard is not connecting.

Before you start

Charge the device and place it in pairing mode.

Keep it close to the computer.

Step-by-step resolution

1. Open Settings > Bluetooth & devices and turn Bluetooth off, wait 10 seconds, then turn it on.
2. If the device is listed, select More options > Remove device.
3. Select Add device > Bluetooth and choose the device.
4. Complete any pairing prompt.
5. Restart Windows if pairing still fails.

Confirm it is fixed

The device shows Connected and works in the required app.

Escalate to IT if

Bluetooth is missing from Settings.

The device pairs elsewhere but not on the company computer.

Windows updates will not install

Problem: Windows Update reports an error or repeatedly asks to retry.

Before you start

Connect to power and a reliable internet connection.

Save work and allow time for a restart.

Step-by-step resolution

1. Open Settings > Windows Update and select Check for updates.
2. Select Retry if shown.
3. Restart the computer and check again.
4. Open the Get Help app, search Windows Update troubleshooter, and follow the steps provided.
5. Record the exact error code if the update still fails.

Confirm it is fixed

Windows Update shows You are up to date or no failed update remains.

Escalate to IT if

The same error returns after the troubleshooter.

The device loops during startup or requests a recovery key.

Low disk space

Problem: Windows warns that storage is low or apps cannot save files.

Before you start

Do not delete company files unless you understand where they are stored.

Emptying Recycle Bin permanently removes its contents.

Step-by-step resolution

1. Open Settings > System > Storage.
2. Select Temporary files and review the categories carefully.
3. Remove safe temporary items, avoiding Downloads unless you have checked the contents.
4. Empty Recycle Bin after confirming nothing is needed.
5. Move appropriate work files into approved OneDrive or SharePoint locations.
6. Restart and check the available storage again.

Confirm it is fixed

Settings > System > Storage shows sufficient free space and warnings stop.

Escalate to IT if

Less than 10 GB remains after cleanup.

Large unknown files or profiles are consuming storage.

Application will not open

Problem: An approved program closes immediately, hangs, or does nothing.

Before you start

Save work in other apps.

Check whether the app is already open in Task Manager.

Step-by-step resolution

1. Close the app and reopen it.
2. Open Task Manager with Ctrl + Shift + Esc, select the app and choose End task.
3. Restart Windows.
4. Open Settings > Apps > Installed apps, find the app, and use Advanced options > Repair if available.
5. Install any company-approved updates.

Confirm it is fixed

The application opens and completes a normal task.

Escalate to IT if

Repair is unavailable or needs administration.

The app displays a licence, access or repeated crash error.

Keyboard or mouse is not working

Problem: Input is intermittent or not detected.

Before you start

For wireless devices, check power and batteries.

For USB devices, reseal the connector.

Step-by-step resolution

1. Disconnect and reconnect the device.
2. Try another suitable USB port.
3. For Bluetooth devices, remove and pair the device again in Settings > Bluetooth & devices.
4. Restart Windows.
5. Test with another approved keyboard or mouse if available.

Confirm it is fixed

Typing, pointer movement and buttons work consistently.

Escalate to IT if

Built-in laptop keyboard or touchpad does not work.

Several USB devices fail or a port appears damaged.

Sign-in or password problem

Problem: Windows rejects the password, PIN or company account.

Before you start

Confirm Caps Lock and keyboard layout.

Make sure the device has internet access if the password recently changed.

Step-by-step resolution

1. On the sign-in screen, select Sign-in options and choose the method you normally use.
2. If the PIN fails but the password works, sign in with the password.
3. If permitted, select I forgot my PIN and follow the identity checks.
4. If your company password has expired or is forgotten, use the approved password reset process.
5. Restart after a successful reset and sign in again.

Confirm it is fixed

Windows signs in and Microsoft 365 apps reconnect.

Escalate to IT if

The account is locked, reset is unavailable, or MFA cannot be completed.

BitLocker recovery is requested.

File cannot be found

Problem: A recently used document is missing from its expected folder.

Before you start

Do not create a replacement with the same name yet.

Think about whether it was saved locally, in OneDrive, Teams or SharePoint.

Step-by-step resolution

1. Open File Explorer and search for part of the file name.
2. In the relevant Office app, select File > Open > Recent.
3. Check OneDrive on the web and its Recycle bin.
4. Check the relevant Teams channel Files tab or SharePoint library.
5. Sort the likely folder by Date modified.

Confirm it is fixed

The correct file opens and its storage location is confirmed.

Escalate to IT if

The file was deleted from a shared location.

Search and Recycle Bin checks do not locate it.

OneDrive is not syncing

Problem: The cloud icon shows an error, files show red crosses, or changes do not appear online.

Before you start

Confirm internet access.

Save and close files showing sync errors.

Step-by-step resolution

1. Select the OneDrive cloud icon in the taskbar notification area.
2. Review the displayed sync error and affected file.
3. Resume syncing if OneDrive is paused.
4. Rename files with invalid characters and shorten very long folder paths.
5. Select Help & Settings > Quit OneDrive, then open OneDrive again from Start.
6. Sign in with the company account if prompted.

Confirm it is fixed

The cloud icon reports Up to date and the file appears in OneDrive on the web.

Escalate to IT if

OneDrive repeatedly asks you to sign in.

A whole shared library is missing or sync errors affect many files.

File has sync conflict or duplicate copies

Problem: OneDrive creates a second copy or reports conflicting edits.

Before you start

Do not delete either copy until differences are reviewed.

Close the file on all devices.

Step-by-step resolution

1. Open both copies and compare the latest content and modified times.
2. Keep the complete version as the working copy.
3. Rename the other copy clearly as a backup.
4. Save the working copy in the correct OneDrive or SharePoint folder.
5. Allow OneDrive to finish syncing before deleting an obsolete duplicate.

Confirm it is fixed

The correct version opens online and OneDrive shows Up to date.

Escalate to IT if

You cannot determine which copy is authoritative.

The file is business-critical or has several co-authors.

Outlook is not receiving new email

Problem: The inbox is not updating or shows a disconnected status.

Before you start

Confirm internet access.

Check Outlook on the web to see whether new mail is present there.

Step-by-step resolution

1. In Outlook, confirm Work Offline is not enabled.
2. Select Send/Receive All Folders in classic Outlook, or refresh in new Outlook.
3. Close and reopen Outlook.
4. Restart Windows.
5. If only one folder is affected, select another folder and return to Inbox.

Confirm it is fixed

Send yourself a test message and confirm it arrives in Outlook.

Escalate to IT if

Outlook on the web also has no expected messages.

Outlook repeatedly shows Disconnected, Trying to connect or Needs password.

Email is stuck in the Outbox

Problem: A message remains unsent.

Before you start

Check internet access.

Large attachments can delay sending.

Step-by-step resolution

1. Open Outbox and open the stuck message.
2. Remove or replace unusually large attachments with an approved OneDrive link.
3. Confirm recipient addresses are valid.
4. Select Send again.
5. If it remains, save the content, delete the stuck item, restart Outlook and create a new message.

Confirm it is fixed

The message moves to Sent Items and no send error appears.

Escalate to IT if

The message contains restricted or sensitive content and policy warnings appear.

More than one message is stuck or sending is unavailable.

Cannot open an email attachment

Problem: An attachment will not preview, open or download.

Before you start

Only open expected attachments from trusted senders.

Do not bypass security warnings.

Step-by-step resolution

1. Save the attachment to an approved folder rather than opening from the preview pane.
2. Open it using the correct Microsoft 365 app.
3. If the file is blocked, ask the sender to use an approved format or OneDrive link.
4. Restart Outlook and try again.

Confirm it is fixed

The expected file opens without a security or corruption error.

Escalate to IT if

The attachment is unexpected, suspicious, encrypted, corrupted, or blocked by company policy.

Outlook search does not find email

Problem: Known messages are missing from search results.

Before you start

Check the current mailbox and folder scope.

Use a distinctive sender, subject word or phrase.

Step-by-step resolution

1. Select the Outlook search box.
2. Change the search scope to Current Mailbox or All Mailboxes as appropriate.
3. Remove overly narrow filters and search again.
4. Try sender and subject separately.
5. Restart Outlook and compare with Outlook on the web.

Confirm it is fixed

The known email appears using an appropriate search scope.

Escalate to IT if

Search fails in both desktop and web Outlook.

Results remain incomplete across many folders.

Mailbox is full

Problem: Outlook warns that the mailbox is full or cannot send mail.

Before you start

Do not permanently delete records that must be retained.

Check company retention requirements.

Step-by-step resolution

1. Sort large folders by Size where available.
2. Delete unnecessary messages and large attachments that are safe to remove.
3. Empty Deleted Items only after reviewing it.
4. Remove unneeded items from Sent Items.
5. Use approved archive or retention features if available.

Confirm it is fixed

The storage warning clears and a small test email sends successfully.

Escalate to IT if

Storage remains full after safe cleanup.

Retention prevents deletion or archive options are unavailable.

Calendar invite or meeting update problem

Problem: An invite is missing, duplicated, out of date or cannot be accepted.

Before you start

Check Deleted Items and search by meeting title.

Avoid editing a meeting you do not organise.

Step-by-step resolution

1. Open the latest meeting invitation or update.
2. Select Accept, Tentative or Decline once.
3. Delete obsolete duplicate invitations after confirming the current meeting.
4. Refresh or restart Outlook.
5. Compare the event with Outlook on the web.

Confirm it is fixed

The calendar shows one current event with the correct time and response.

Escalate to IT if

The organiser and attendee copies disagree.

The meeting repeatedly reappears or updates fail.

Teams will not open or sign in

Problem: Teams is blank, loops at sign-in, or closes.

Before you start

Confirm internet access.

Note any error code.

Step-by-step resolution

1. Close Teams completely from the taskbar notification area.
2. Open Task Manager and end Microsoft Teams if it remains running.
3. Restart Windows.
4. Open Teams and sign in using the company account.
5. Use Teams on the web as a temporary check if permitted.

Confirm it is fixed

Teams opens, shows your company profile and loads chats and teams.

Escalate to IT if

MFA, licence or account errors appear.

Desktop and web Teams both fail.

No sound, microphone or camera in a meeting

Problem: Other participants cannot hear or see you, or you cannot hear them.

Before you start

Check physical mute controls and the camera shutter.

Connect the headset before joining where possible.

Step-by-step resolution

1. In Teams, open Settings > Devices.
2. Choose the correct Speaker, Microphone and Camera.
3. Use Make a test call if available.
4. Join the meeting and check device settings from More > Settings > Device settings.
5. Leave and rejoin if the device changed during the meeting.

Confirm it is fixed

The test call or meeting preview confirms clear audio and video.

Escalate to IT if

The required device is missing from Teams or Windows.

The issue continues across meetings and apps.

Cannot join a Teams meeting

Problem: The Join button fails or the meeting opens the wrong account.

Before you start

Confirm the meeting time and internet access.

Close duplicate Teams or browser windows.

Step-by-step resolution

1. Open the invite and select Join the meeting now.
2. Choose Open Microsoft Teams or Continue on this browser if allowed.
3. If prompted, select the correct company account.
4. Allow microphone and camera access.
5. If the app fails, copy the invite link into Microsoft Edge and try the browser option.

Confirm it is fixed

You reach the lobby or meeting and can use the required devices.

Escalate to IT if

The organiser has not admitted you after a reasonable check.

The link is invalid, policy-blocked or the wrong tenant is selected.

Cannot find a Team, channel or file

Problem: A Team, channel or shared file is missing.

Before you start

Search using the exact Team or file name.

Confirm you are signed into the correct organisation.

Step-by-step resolution

1. Use the Teams search box for the Team, channel or file name.
2. Select Teams and review hidden or archived teams if available.
3. Check the relevant channel Files tab.
4. Open OneDrive > Shared or the connected SharePoint library.
5. Ask the owner to confirm membership and the correct location.

Confirm it is fixed

The item opens and your access level is appropriate.

Escalate to IT if

The owner confirms you should have access but it remains missing.

An access denied message appears.

Office app repeatedly crashes or will not start

Problem: Word, Excel, PowerPoint or Outlook closes, freezes or fails to launch.

Before you start

Save work in other applications.

Restart the computer once before repairing.

Step-by-step resolution

1. Right-click Start and choose Installed apps.
2. Find Microsoft 365 or Office, select the ellipsis, then Modify.
3. Choose Quick Repair and complete the prompts.
4. Restart and test the affected app.
5. If the fault remains and company policy permits, repeat and choose Online Repair.

Confirm it is fixed

The app opens and creates, edits and saves a test document.

Tip: Office repair applies to the whole suite, even when only one app has a problem.

Escalate to IT if

Repair needs administrator approval.

Online Repair fails or several users are affected.

Office says Unlicensed Product or activation required

Problem: Office features are limited or a licence warning appears.

Before you start

Confirm internet access.

Check that you are using the company account, not a personal Microsoft account.

Step-by-step resolution

1. Open Word or Excel and select File > Account.
2. Under User Information, confirm the correct company account.
3. Sign out of incorrect accounts and close all Office apps.
4. Reopen the app and sign in with the company account.
5. Restart Windows and check File > Account again.

Confirm it is fixed

The product information shows an activated Microsoft 365 product and editing is available.

Escalate to IT if

The correct user is signed in but no licence appears.

Activation loops or reports an account or subscription error.

Word document will not open

Problem: Word reports corruption, access denied, or hangs while opening a document.

Before you start

Make a copy before attempting recovery.

Check whether other Word documents open.

Step-by-step resolution

1. Save the file to an approved local or OneDrive folder.
2. Open Word first, then select File > Open > Browse.
3. Select the file, select the arrow beside Open, then choose Open and Repair if available.
4. If the file came by email, request a new copy or approved OneDrive link.
5. Restart Word and try again.

Confirm it is fixed

The document opens, displays expected content and saves as a new copy.

Escalate to IT if

The file is business-critical, encrypted, or still reports corruption.

Formatting changes unexpectedly

Problem: Fonts, spacing, numbering or page layout changes.

Before you start

Save a copy before large formatting changes.

Turn on Show/Hide to reveal paragraph marks.

Step-by-step resolution

1. Select the affected text.
2. On the Home tab, select Clear All Formatting if you want to remove direct formatting.
3. Apply the correct built-in style from the Styles gallery.
4. For pasted content, use Paste Options > Keep Text Only when external formatting is unwanted.
5. Check Layout > Margins, Orientation and Size for page-level issues.

Confirm it is fixed

The document uses consistent styles, spacing and page layout.

Escalate to IT if

A company template or protected section prevents correction.

Numbering or layout breaks across the whole document.

Document is read-only or cannot be edited

Problem: Word opens a file but editing is unavailable.

Before you start

Confirm you are allowed to edit the file.

Check whether it is in a shared location and open by someone else.

Step-by-step resolution

1. If Protected View appears and the file is trusted, select Enable Editing only if company policy permits.
2. Select File > Info and review document protection or read-only status.
3. Use Save As to create an approved editable copy if appropriate.
4. For SharePoint or Teams files, confirm you have Edit rather than View permission.

Confirm it is fixed

You can type and save changes to the approved location.

Escalate to IT if

The file is rights-managed, password-protected or intentionally locked.

Permission should be Edit but access remains read-only.

Excel file is slow or unresponsive

Problem: Scrolling, calculating, filtering or saving is unusually slow.

Before you start

Save a copy and close other large workbooks.

Check whether the issue affects one file or all Excel files.

Step-by-step resolution

1. Restart Excel and open only the affected workbook.
2. Remove unused rows and columns only if you understand the workbook structure.
3. Avoid whole-column formulas where a defined range will work.
4. Check for excessive conditional formatting, external links or volatile formulas.
5. Save as the current .xlsx format if compatible with the business process.

Confirm it is fixed

The workbook opens, recalculates and saves at an acceptable speed.

Escalate to IT if

The file contains macros, complex models or critical links.

All Excel workbooks are slow or Excel crashes.

Formula shows an error

Problem: A cell displays #N/A, #VALUE!, #REF!, #DIV/0! or another formula error.

Before you start

Do not overwrite the original formula until you understand the cause.

Select the cell and note the formula.

Step-by-step resolution

1. Check referenced cells for missing, text or zero values.
2. Use Formulas > Trace Precedents to inspect inputs.
3. Correct deleted references for #REF! errors.
4. Prevent division by zero by correcting the source value or using an approved error-handling formula.
5. For lookups, confirm spelling, data types and the lookup range.

Confirm it is fixed

The formula returns the expected result and dependent totals remain correct.

Escalate to IT if

The workbook is financially or operationally critical.

You cannot validate the expected result or the formula design.

Numbers or dates display incorrectly

Problem: Excel changes a value to a date, scientific notation or the wrong currency/decimal format.

Before you start

Check the formula bar to distinguish stored value from display format.

Do not change source data without confirming the intended value.

Step-by-step resolution

1. Select the affected cells.
2. On the Home tab, open the Number Format list.
3. Choose General, Number, Date, Currency or Text as appropriate.
4. Use Increase Decimal or Decrease Decimal if needed.
5. Re-enter single values only when the stored value itself is wrong.

Confirm it is fixed

Values display correctly and calculations still produce the expected result.

Escalate to IT if

Imported data changes meaning when reformatted.

A shared report depends on exact regional or accounting formats.

Cannot sort or filter correctly

Problem: Sorting mixes headers into data or filters miss rows.

Before you start

Save a copy before sorting important data.

Confirm the data is one continuous range with a single header row.

Step-by-step resolution

1. Select one cell inside the data range.
2. On the Data tab, select Filter.
3. Use the header drop-down to apply the filter.
4. For sorting, choose Sort and confirm My data has headers.
5. Remove blank rows or columns that split the data range, then retry.

Confirm it is fixed

Headers stay in place and all expected rows participate in the sort or filter.

Escalate to IT if

Merged cells or protected sheets prevent sorting.

The range feeds a critical report or contains complex formulas.

PowerPoint presentation will not open or save

Problem: The presentation reports an error, hangs or cannot save changes.

Before you start

Make a copy of the original file.

Check available disk space and OneDrive sync status.

Step-by-step resolution

1. Open PowerPoint first, then use File > Open to select the presentation.
2. Use File > Save As and save a copy with a short, simple file name in an approved location.
3. If media is large, allow it to finish processing before saving.
4. Restart PowerPoint and try the copied file.
5. Repair Microsoft 365 if PowerPoint also fails with other presentations.

Confirm it is fixed

The copied presentation opens, edits and saves normally.

Escalate to IT if

The file is corrupted, protected or business-critical.

PowerPoint crashes with multiple presentations.

Fonts, images or layout move on another computer

Problem: Slides look different when opened elsewhere or presented.

Before you start

Use approved corporate fonts and templates.

Keep linked content with the presentation.

Step-by-step resolution

1. Open the file using the desktop version of PowerPoint used for presenting.
2. Replace unavailable fonts with approved fonts.
3. Use Picture Format > Compress Pictures only when file size must be reduced.
4. Check slide size under Design > Slide Size.
5. Run the slide show on the actual meeting room display before the session.

Confirm it is fixed

The slide show displays correctly on the presentation device.

Escalate to IT if

A corporate template is missing or layouts remain inconsistent.

Video, audio or specialised fonts fail on the target device.

Website will not load or displays incorrectly

Problem: A site is blank, slow, loops at sign-in or shows an error.

Before you start

Confirm other websites work.

Check that the address is correct and expected.

Step-by-step resolution

1. Refresh the page with Ctrl + R.
2. Open the site in a new InPrivate window to test without the current session.
3. Close unnecessary tabs and restart Edge.
4. Select Settings and more > Settings > Privacy, search and services > Clear browsing data, then clear cached images and files for an appropriate time range.
5. Sign in again if required.

Confirm it is fixed

The site loads and the required page or function works.

Escalate to IT if

The site is blocked, certificate warnings appear, or several users are affected.

Downloads are blocked or missing

Problem: A downloaded file does not appear or Edge reports it was blocked.

Before you start

Only download expected business files from trusted sources.

Do not bypass security controls.

Step-by-step resolution

1. Press Ctrl + J to open Downloads.
2. Review the status and source of the file.
3. If the file is legitimate but unavailable, request an approved OneDrive or SharePoint link from the sender.
4. Check the Downloads folder and company-approved storage location.

Confirm it is fixed

The approved file is available and opens in the correct application.

Escalate to IT if

Edge or security software reports malware, risk or policy blocking.

The source is unknown or the file type is not approved.

Repeated sign-in or MFA prompts

Problem: Microsoft 365 repeatedly asks for credentials or authentication.

Before you start

Confirm date, time and internet connection are correct.

Keep your authentication method available.

Step-by-step resolution

1. Close all Microsoft 365 apps.
2. Open one app, such as Word, and select File > Account.
3. Sign out of incorrect or old accounts.
4. Close the app, reopen it, and sign in once with the company account.
5. Complete the current MFA prompt carefully.
6. Restart Windows if prompts continue.

Confirm it is fixed

Office, Outlook, Teams and OneDrive remain signed in after reopening.

Escalate to IT if

MFA method is unavailable, changed or not recognised.

The prompt loops, the account is locked, or a risky sign-in warning appears.

How to report an IT issue effectively

Problem: Support needs clear information to diagnose an issue quickly.

Before you start

Do not include passwords, MFA codes or sensitive personal data.

Keep exact error messages visible where possible.

Step-by-step resolution

1. Record the device name from Settings > System > About.
2. State the affected app or service and what you were trying to do.
3. Copy the exact error message or take a screenshot that excludes sensitive information.
4. Include when the issue started and whether it affects anyone else.
5. List the safe troubleshooting already completed.
6. Submit the details through the approved Genco IT support route.

Confirm it is fixed

The support request contains enough detail for IT to reproduce or route the issue.

Escalate to IT if

There is a suspected cyber incident, lost device, suspicious email or data exposure: report it immediately using the approved urgent route.

Quick reference

Action	Shortcut / route
Open Task Manager	Ctrl + Shift + Esc
Security screen / restart options	Ctrl + Alt + Delete
Project to another display	Windows key + P
Open File Explorer	Windows key + E
Open Settings	Windows key + I
Lock the computer	Windows key + L
Take a snip	Windows key + Shift + S
Refresh a web page	Ctrl + R
Open Edge downloads	Ctrl + J

Information to include when contacting IT

Your name, site and contact number.

Device name from Settings > System > About.

Application or service affected.

Exact error text and a safe screenshot.

Time the issue started and whether others are affected.

Troubleshooting steps already completed.

Editorial and support notes

This handbook is designed as end-user first-line guidance. Organisation-specific support addresses, printer names, Wi-Fi names, retention rules and escalation routes should be inserted by the Genco IT & Systems team before publication. Microsoft interface wording can change as products are updated.

Reference basis: Microsoft Support guidance for Windows troubleshooters, Microsoft 365 troubleshooters and Microsoft 365 application repair, together with standard end-user troubleshooting practice. Review after material Windows or Microsoft 365 interface changes.