

Frozen?



If your computer freezes, you shouldn't be left out in the cold. Follow the directions below.



PC

1. **Press Alt + F4.** These keystrokes close a program. This probably won't work. Go to step 2.
2. **Press Ctrl + Alt + Del.** These keystrokes force quit the application running. If no window appears, go to step 3.

A window appears that gives you the option of ending the task, shutting down, or canceling. Click **End Task**.

If another window appears asking if you want to wait or end task, click **End Task** again.

Is your computer working? If yes, way to go! If no, go to step 3.

3. The only solution is to restart your computer. Turn the **power off** by holding the power button down until the screen is black. **Wait 20 seconds** and turn the **power back on**.