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| **No** | **Symptom** | **Reason** | **Call** | **Lecturer** | **Student** |
| 1 | I get a blue screen when powering up | RAM failure | email | Bob E | Ollie Thomas |
| 2 | The PC keeps dropping the Wi-Fi connection. | Interference from a DECT phone | email | Bob T | Matthew Webb |
| 3 | Everything is slow. | Insufficient RAM | email | Bob T | Kitty Juggins |
| 4 | My documents keep getting saved as an ODT. I want DOCX | Running LibreOffice, default is ODT | email | Bob N | Charlie Gee |
| 5 | I accidentally deleted some files. Can I get them back? | Experienced user, but not familiar with backups | email | Bob E | Shane O’reilly |
| 6 | My PC is very slow to get going. | Lots of useless startup programs | email | Bob T | Jack Malley |
| 7 | My PC just froze | Overheating laptop | email | Bob T | Brendan McCarthy |
| 8 | My computer shut down for no good reason. | Installed incompatible driver | email | Bob T | Aleks Zahra |
| 9 | I can’t play DVDs on Windows 10 | DVD player not included in W10 | email | Bob N | Ben Gardner |
| 10 | My application won’t work on Windows 10 | Known bugs in W10 | email | Bob E | Ethan Smith |
| 11 | The thing at the bottom of the screen has disappeared | Explorer.exe messed up the taskbar | email | Bob N | Adam Ellis |
| 12 | I deleted a file by accident on my PC and I can’t find it on my backup drive now. | Running a synch program and not a proper backup | email | Bob T | Kieron Beasmore |
| 13 | My Mac won’t shut down | Hidden dialog box | email | Bob T | Louis Hoare |
| 14 | How do I copy a small part of the screen? | Inexperienced user | On site | Dave N | Ollie Thomas |
| 15 | How can I change my default music service? | Inexperienced user | On site | Dave N | Matthew Webb |
| 16 | How do I block popup adverts? | Inexperienced user | On site | Dave N | Kitty Juggins |
| 17 | I get stuttering sound when playing music. | Down level driver | On site | Dave E | Charlie Gee |
| 18 | I can’t see these icons on my new high res screen | Inexperienced user | On site | Dave N | Shane O’reilly |
| 19 | Applications won’t install | Blocked by IT | On site | Dave E | Jack Malley |
| 20 | How do I change the default browser? | Inexperienced user | On site | Dave N | Brendan McCarthy |
| 21 | The wrong application keeps opening my videos. | Inexperienced user | On site | Dave N | Aleks Zahra |
| 22 | There is no sound through my headphones | Not the default device | On site | Dave E | Ben Gardner |
| 23 | My mouse doesn’t work | Bad cable | On site | Dave N | Ethan Smith |
| 24 | My laptop battery isn’t lasting very long | Poor power management options and full brightness | On site | Dave E | Adam Ellis |
| 25 | How do I stop Microsoft getting information from me? | Inexperienced user | On site | Dave N | Kieron Beasmore |
| 26 | Solitaire has disappeared | Upgraded from W7 to W10 | On site | Dave E | Louis Hoare |
| 27 | My screen went crazy | Bad graphics card | Phone | Len T | Ollie Thomas |
| 28 | Ransomware has encrypted my data | Clicked on bad link in email | Phone | Len E | Matthew Webb |
| 29 | My laptop has been stolen | Taken from cafe | Phone | Len E | Kitty Juggins |
| 30 | Random updates are interrupting my work | Windows update settings | Phone | Len N | Charlie Gee |
| 31 | I got a message saying a DLL was missing. | Registry error | Phone | Len T | Shane O’reilly |
| 32 | I can’t log in. | RJ 45 not plugged in | Phone | Len N | Jack Malley |
| 33 | The printer won’t work. | No drivers | Phone | Len E | Brendan McCarthy |
| 34 | My computer is making a grinding noise. | Bad hard file | Phone | Len E | Aleks Zahra |
| 35 | My computer won’t recognize my USB device. | HDD device and corrupt USB driver | Phone | Len T | Ben Gardner |
| 36 | The internet is slow. | Corroded ADSL telephone line | Phone | Len T | Ethan Smith |
| 37 | My Mac has frozen | Insufficient RAM | Phone | Len T | Adam Ellis |
| 38 | JPEGs open in preview on my Mac. I want them to open in Photoshop | Experienced user with brain fade | Phone | Len E | Kieron Beasmore |
| 39 | I can’t access my files on the server | Blocked by site admin | Phone | Len N | Louis Hoare |

E: Act as an experienced end user, but not technical

T: Act as a technically competent user

N: Act as a novice user

For Kieran Jones:

Pick one of your issues

Bob – Technical

Dave – Novice

Len – Experienced.