

GETTING HELP

When NOT to troubleshoot it yourself

You pay us to handle IT — here is where self-help ends and we take over.

Our articles cover safe checks — restarts, cables, "is it just me". Beyond that, **hand it to us. It's what you pay us for, and we're faster.**

Please **don't**:

- Reinstall or delete drivers, printers or applications
- Change firewall, router or Wi-Fi settings
- Run registry cleaners, "PC optimizers" or downloaded fix-it tools
- Reset a colleague's password by guessing security questions
- Wipe or factory-reset any device (evidence and data die with it)

None of this is about gatekeeping — self-fixes regularly turn a 10-minute remote repair into a rebuild, and some (like wiping a lost phone) destroy the trail we need for security or insurance.

The rule of thumb: if a fix involves installing, deleting, or changing settings — open a ticket instead. We remote in within minutes for anything urgent.