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Computer running slowly

Is your computer running frustratingly slow? The following guide provides you with some steps to help speed up your PC or determine why your computer is running slowly.

Tip: *Before you start, if your computer has not been rebooted recently, make sure you turn it off and on again before following any of the steps below.*

Possible causes and fixes:

1) **Not enough hard drive space.** Verify that there is at least 200-500MB of free hard drive space as this is the minimal amount needed for a computer to run quickly and at ease. If there is less you will need to free up some space by doing the following:

   ➢ Run the "Disk Cleanup" option. Access this by opening My Computer and right clicking on the hard drive that you wish to regain some space (i.e. C: Drive). Click on Properties and within the General tab, click the Disk Cleanup button. Once in the Disk Cleanup window, tick each of the boxes (except "compress old files") that are taking disk space and click Ok.

      o *When performing Disk Cleanup you will have the option to compress your hard drive. We strongly recommend that you DO NOT compress your hard drive or old files*

   ➢ Uninstall old programs or games that you no longer use

   ➢ Disable hibernation. If you turn off your computer instead of using hibernation mode, this will free up a lot of disk space. This can be done in the Control Panel under Power Options.

2) **Update Windows and drivers.** Make sure you have the latest Windows updates and drivers installed on your computer.

   ➢ Visit http://windowsupdate.microsoft.com and select the option "Scan for updates". If prompted to install a plug-in click yes.

   ➢ Check you have all the latest hardware device drivers

3) **Computer or processor is overheating**. Excessive heat can cause a significant decrease in computer performance. Dust, dirt and hair can also constrict a proper airflow on your computer, causing it to overheat.

   ➢ Make sure your computer case is clean and that the fans are not obstructed.

4) **Spyware and other Malware**. These can be major causes of computer problems including a slow computer. Even if an antivirus scanner is installed on the computer we recommend running a malware scan.

   ➢ Run a free malware scan. One of these can be obtained at www.malwarebytes.org.

5) **Memory upgrade**. If you have had your PC for more than a year it is highly likely your computer is not meeting the memory requirements for present day. It is suggested a computer has a minimum of 1 GB of memory.

   ➢ Determine how much memory (RAM) is available on your computer. You can do this by typing "ram" into the search box and then clicking "show how much RAM is on this computer". Another way is to click Start, then System and Security. Under System, click "View amount of RAM and processor speed".

Should you still have trouble, call tekkiehelp on **+65 81138682** and we will send out a tekkiehelp representative to assist you as soon as possible.

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