INTEROFFICE MEMO - ORIGINAL

TO: BILLINGS CORPORATION EMPLOYEES

FROM: JANE ANDERSON

RE: WHEN YOUR PC FREEZES

This memo is regarding a disturbing report that I've had from a number of different sources. I've heard that there are many people in the office who are switching their computers on and off when the screen freezes. I'm absolutely outraged about hearing this. I know I've spoken about this a number of times, but I guess the message didn't get through to everyone. Let me be clear: You should not do this! It can cause considerable damage to the computer!! You're supposed to be computer savvy individuals, so I'm baffled by why any of you would think this is a good idea. I spend enough of my time fixing your problems, so don't go making more of them when you don't have to. All you have to do when Windows freezes is press Ctrl+Alt+Delete. Don't keep pressing it, though. Just press it once. The Task Manager screen will pop up showing all the programs currently running; just select the one(s) that say "Not Responding." After you select the program, click the little "End Task" button on the box. Don't select "Shut Down" or you'll just hang the computer. The program should shut down. Shut down all

YOU MUST DO THIS EVERY TIME A PROGRAM FREEZES! I hope this makes it clear enough to everyone.

If you have any questions, you know where to find me.

Jane

TO:	BILLINGS CORPORATION EMPLOYEES
FROM:	JANE ANDERSON
RE:	**WHAT TO DO WHEN YOUR PC FREEZES**

This memo reiterates my previous memo of 6/1/09 that outlined what steps to take when your PC freezes. I've had reports from multiple sources that many people are still switching their computers off and on when this happens, which can cause considerable damage to the computer and cause a potential loss of data.

 Important: Do <u>not</u> turn your computer off and on when the screen freezes.

What to do when your PC freezes:

1. Press **Ctrl+Alt+Delete** once.
   The Task Manager screen pops up listing all currently running programs and their status.
2. Select the program shown as "Not Responding," and click "End Task."
   The program should shut down.
3. Repeat Step 2 for all non-responding programs.
4. Shut down all your other open programs.
5. Then restart the computer.
   Once the computer has restarted, reopen your program.

To protect the computer and your documents, use this procedure <u>every time</u> a program freezes.

If you have any questions about this procedure, please call me at 978-555-1212 or send me an email at nnn@nnn.com.

Thank you.

Jane