Mac Troubleshooting Checklist

Observe and Document the Problem

- What exactly isn't working? (e.g., "Safari won't open," "The screen is frozen.")
- Did it start suddenly or after a recent change? (e.g., update, new app, power interruption)
- Is there an error message? What exactly is happening?

☐ Make notes and include screenshots.

Try the Basics First

These steps solve a surprising number of problems!

☐ Restart the Mac: Apple menu → Restart.
☐ Internet Issues
　☐ Restart the Router: Unplug it for 30-40 sec. Plug it back in and wait for its lights to stabilize.
　☐ Reconnect WiFi: Go to your Wi-Fi settings, tell your computer to "forget" your network, and then reconnect to it by entering the password again.
　☐ Contact Your ISP: If none of the above work, there may be an outage in your area. Contact your Internet Service Provider (ISP) for support.
☐ App issues
　☐ Quit and reopen the app: Click the app name in the menu bar → Quit → Then open it again.
　☐ Try a different app: See if other apps work. If only one app is broken, it's likely the app's issue.
　☐ Update the app.
　☐ Reinstall the app.
☐ Try a different User Account.

Check for Updates

☐ System Updates: Apple menu → System Settings → General → Software Update.
☐ App Updates: Open the App Store → Updates.

Check Storage Space

☐ Apple menu → System Settings → General → Storage.
☐ If you have less than 15% free space, your Mac may act slow or glitchy.

Disconnect and Reconnect External Devices

☐ Unplug any external drives, printers, or devices.
☐ Try plugging them back in or using a different USB port.
☐ Try using a different hub.

Safe Mode Test (Optional Advanced Step)

- [ ] Restart your Mac and hold the Shift key down until you see the login screen. Safe Mode can isolate software issues.

Check the Application or Website

- [ ] Is the issue just in Safari or a particular website? Try: Opening another browser (like Firefox or Chrome).
- [ ] Try clearing the browser cache, then access the website again.
- [ ] Test on another device (e.g., iPhone or iPad).

Use Mac's Built-In Tools

- [ ] Activity Monitor: See if something is using a lot of memory. Applications → Utilities → Activity Monitor.
- [ ] Disk Utility: Check and repair your disk. Applications → Utilities → Disk Utility → First Aid.

Ask: Is This a Known Issue?

- [ ] Search online with a question, like: my MacBook won't wake from sleep. Include the app and macOS versions.
- [ ] Use ChatGPT and Perplexity to get answers.

Know When to Ask for Help

If none of the above helps:

- [ ] Make notes about what you tried and the results.
- [ ] Contact Apple Support or your local tech help.
- [ ] Use trusted sources: support.apple.com, Apple Discussions.
- [ ] Visit an Apple Store or authorized service provider if needed.

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