Laptop is not working!

What are the possible solutions?

Few handy suggestions:
There are multiple reasons why a PC won't boot up. The issues can range from power supply failure to virus infection. Normally, by following the steps given below, your computer should be able to start.

1. **Check the power supply**
   A loss of power could result from a battery that has completely run out of charge. So, the first thing to do is to plug it in and leave it to charge for a few hours, check whether it lights up in battery when you plug it in, if that doesn't work, it could mean the charger is faulty.
   If charger's light is working and if laptop is not showing any light indicator that means laptop is complete dead and needs extended IT support.

2. **Make sure the monitor or display is functional**
   If you've ruled out the external display, it could be that your PC is in sleep mode and is having trouble waking. To check that, shut it down completely and restart from cold. To do that, hold down the power button for 5 seconds and then press it again to start your PC.

3. **Loud fan or heating up followed by shut down**
   Laptops get moved around a lot. This can lead to limiting air intake to the fan. It also gives them plenty of opportunities to drag dust and foreign particles into their cooling system via their fan portal.
   Use your laptop on hard, flat surfaces; avoid putting it on soft surfaces that may block air passage. Clean out your fan with compressed air. Limit how many programs you run at once as well because the more you have running, the harder it has to work.

4. **Battery doesn't last**
   One of the best features of a laptop is that it's wireless. But, we live in constant fear of draining our battery and running out of juice, so we are constantly hard on our battery.
   First, check all of your charger cable connections to be sure they are snug. Next, drain your battery completely and recharge it by leaving your laptop on until it dies. One of the greatest fixes of all technology is simply to fully drain the energy from it and try again, the computer equivalent of a good night's sleep. If it still fails far sooner than it should, you may need to replace the battery itself.

5. **Black Screen**
   You open up your laptop, power it on, hear it running, but the screen is black. Unplug the power, remove the battery and then hold the power button for 30 to 60 seconds. Reattach the power cord and re-boot. Then shut down again, put in the battery and re-boot (Please do this step only if you find battery is easy to detach from laptop).

Q. My official laptop is not booting / not working / needs physical assistance so can I come to office to get it fixed?
A. With the ongoing pandemic, physical assistance from GetIT on official laptop is currently absent but you can approach GetIT to validate the issue.
As a work around, you can access Citrix (https://mywfh.ril.com) from an alternate personal system.

If you still face the issue or for any concerns, please reach out to GetIT via the below modes:

| GetIT@ril.com | Contact 022-7967-4357 | GetIT Genie Chatbot service in GetIT portal (intranet) | Request for SERVICE → Login via Web Portal[available over Internet] https://getit.ril.com |