Troubleshooting Guide

[The system, product or process this guide covers, for example: Sign-in problems in the customer portal]

Guide ID	[e.g. TSG-IT-004]	**Version**	[1.0]
System	[Name and version]	**Applies to**	[Plans, platforms or teams]
Owner	[Role, then name]	**Last reviewed**	[YYYY-MM-DD]
Status	[Draft / Published / Retired]	**Next review**	[YYYY-MM-DD]

Text in [square brackets] is a placeholder, and the gray lines under each heading explain the section. Delete both before you share the guide. Readers work down the table from the top, so put the most common problems and the quickest fixes first.

1. Scope and audience

Name the system, product or process this guide covers, the versions or plans it applies to, and who will use it: customers, support agents, IT staff or an on-call engineer. Say what it leaves out, so readers know when to look elsewhere.

- **Covers:** [the system, version, plan or location]
- **For:** [customers / support agents / IT staff / on-call engineers]
- **Does not cover:** [related problems that have their own guide, and where to find it]

2. Quick checks

The few checks that solve the most problems, in the order to try them. Keep each one to a single line that takes a minute or less. If a check fixes the problem, the reader can stop here.

- [Check 1: the quickest check that solves the most problems]
- [Check 2]
- [Check 3]

3. Information to collect

What to note before working through the table, and what to send if the problem is escalated, so nobody has to ask twice. Quote error messages exactly as the screen shows them.

- **What happened:** [what the person was trying to do, and what they saw instead]
- **Error message:** [the exact text, or a screenshot]
- **When:** [date, time and time zone; every time, or only sometimes]
- **Who and where:** [account, device, app or browser version, network]
- **What changed:** [updates, settings or equipment that changed just before it started]
- **Already tried:** [the checks and rows already worked through, and what happened]

4. Troubleshooting table

One row per symptom, in the reader's words, with the most common problems first. Check says how to confirm the cause. Fix says what to do, or names a fix procedure in section 5. If not fixed says which row to try next or when to escalate.

Symptom	Likely cause	Check	Fix	If not fixed
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

5. Fix procedures

For any fix that takes more than one or two actions. One action per row, starting with a verb, with buttons and fields named exactly as they appear. Add a cropped screenshot, or a link to a short video, where a control is hard to find.

F1. [Name of the fix as a verb phrase]

Step	Do this	You should see
1		
2		
3		
4		

F2. [Name of the fix as a verb phrase]

Step	Do this	You should see
1		
2		
3		

6. Escalation

When to stop troubleshooting, who takes the problem next, how to reach them and what to send. Name the problems that skip the table and go straight to escalation.

- **Stop and escalate at once if:** [for example: data is lost, a security problem is suspected, or many people report the same problem at once]

Escalate when	To	Send

7. Revision history

Add a row whenever a symptom, a cause, a fix or a screen changes. Say why, so nobody later deletes a row that looks unnecessary.

Version	Date	What changed	Changed by
1.0	[YYYY-MM-DD]	First version	[Role]

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