

PC LAGGING OR LOADING SLOWNESS – WORK AROUND

1. Problem Description

- Computer responding slowly
- Opening files takes a long time
- Microsoft Word or other applications stuck at loading screen
- Applications freeze or show “Not Responding”
- Slow typing or delayed mouse response
- PC becomes slow when opening multiple applications
- C+ system loading slow

2. Possible Root Cause

- Too many applications running
- Low storage space
- Temporary system issue
- Too many backgrounds job running
- Internet or network issue
- PC running for long hours without restart
- Hardware performance issue
- Main C+ system slowness from group data centre (if slowness applies to others PC)

3. Resolution

- Restart the computer
- Close unnecessary applications
- Check available storage space
- Clear temporary files
- Disable unnecessary start-up applications
- Keep Windows and applications updated
- Contact IT Support if issue persist after tried above work around

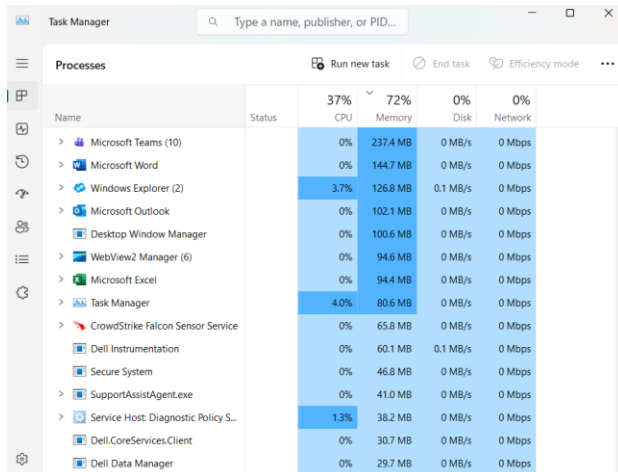
4. Steps of Work Around Guide:

Step 1 — Restart the Computer

- A. Save all work
 - B. Click Start Menu
 - C. Click Power icon
 - D. Select Restart
 - E. Wait for Windows to fully load
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Step 2 — Close Unnecessary Applications

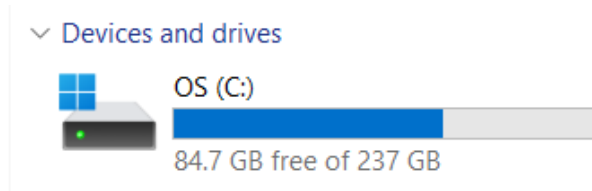
- Press Ctrl + Shift + Esc to open Task Manager
- Check opened applications
- Select unnecessary applications
- Click End Task



Name	Status	CPU	Memory	Disk	Network
Microsoft Teams (10)		0%	237.4 MB	0 MB/s	0 Mbps
Microsoft Word		0%	144.7 MB	0 MB/s	0 Mbps
Windows Explorer (2)		3.7%	126.8 MB	0.1 MB/s	0 Mbps
Microsoft Outlook		0%	102.1 MB	0 MB/s	0 Mbps
Desktop Window Manager		0%	100.6 MB	0 MB/s	0 Mbps
WebView2 Manager (6)		0%	94.6 MB	0 MB/s	0 Mbps
Microsoft Excel		0%	94.4 MB	0 MB/s	0 Mbps
Task Manager		4.0%	80.6 MB	0 MB/s	0 Mbps
CrowdStrike Falcon Sensor Service		0%	65.8 MB	0 MB/s	0 Mbps
Dell Instrumentation		0%	60.1 MB	0.1 MB/s	0 Mbps
Secure System		0%	46.8 MB	0 MB/s	0 Mbps
SupportAssistAgent.exe		0%	41.0 MB	0 MB/s	0 Mbps
Service Host: Diagnostic Policy S...		1.3%	38.2 MB	0 MB/s	0 Mbps
Dell.CoreServices.Client		0%	30.7 MB	0 MB/s	0 Mbps
Dell Data Manager		0%	29.7 MB	0 MB/s	0 Mbps

Step 3 — Check Storage Space

- Open File Explorer
- Select This PC
- Check Local Disk (C:) free space
- Delete unnecessary files if storage is almost full (Data files in desktop)



Step 4 — Clear Temporary Files (Need IT Support)

- Press Windows + R
- Type temp and press Enter
- Delete unnecessary files
- Repeat using %temp%

Step 5 — Check Internet Connection

- Ensure internet connection is stable
- Restart Wi-Fi connection if needed
- Try reopening the application or file

Step 6 — If Microsoft Word or Applications Still Stuck

- A. Close the application using Task Manager
 - B. Reopen the application
 - C. Restart the computer if issue continues
 - D. Try opening another file to test
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Step 7 – Slowness of C+ System

- A. Log off and re-login C+ system
 - B. Open google chrome and delete google browsing data (Cache)
 - C. Reduce opening many C+ system applications
 - D. Contact IT support if issue persist
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Step 8 — Escalate to IT Support If still not resolved

- A. Leave the PC turned off for a few minutes and restart
- B. Ensure Windows update has completed (Need IT support)
- C. Observe if issue happens repeatedly
- D. Contact IT Support for further checking