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Subject: Computer Tip of the Week -- Surface Pro freezing up
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To: DOPM All Users DOPMAIUsers@uabmc.edu



If a Surface Pro freezes up frequently

Brought to you by
David Clabough
- System Admin in MT-403



This Tip of the Week was inspired by a question from one of your co-workers (a non-IT person who works here at DOPM).

Do **YOU** have an idea for a future Tip of the Week, that others might benefit from? (If so, please let us know at dopmHelp@uabmc.edu or 205-934-7662.)

SITUATION/QUESTION:

My Surface Pro started freezing up last week while I was working. It is happening more frequently. What to do?

SOLUTION/ANSWER:

1. Please click the "START" button (lower left corner of screen).
2. On the menu that comes up, at the bottom left is the button that looks like this >>>
3. Please click that and choose "SHUTDOWN".
4. Let the machine completely shutdown, wait 10 secs and then turn it back on.



NOTE:

It is possible, you may see "update and shutdown".

If so:

- make sure power is plugged into SURFACE
- and then choose that option.
- Again, once it finishes , wait a minimum of 10 secs and turn it back on.

Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at dopmHelp@uabmc.edu

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>