

Windows laptops & PCs | Easy | 2 min read

How to fix a slow computer

A computer usually slows down because it is short of memory or storage, is doing too much at start-up, or is waiting for updates. Most of these can be put right without any special skills.

Quick fixes to try first

- Save your work, then choose **Restart** (not Sleep or Shut down). A restart clears out temporary problems.
- Close programs and browser tabs you are not using. Every open tab uses memory.
- Check that nothing is downloading or updating in the background.

Step by step

1. Windows: open **Settings**, then **Apps**, then **Startup**, and switch off programs you do not need at start-up. Mac: open **System Settings**, then **General**, then **Login Items**. Older versions of macOS use **System Preferences** and **Users & Groups** instead.
2. Check your free storage. Windows: **Settings**, then **System**, then **Storage**. Mac: **System Settings**, then **General**, then **Storage**. Aim to keep at least 15 to 20 per cent free.
3. Install waiting updates: **Settings**, then **Windows Update** on Windows, or **System Settings**, then **General**, then **Software Update** on a Mac.
4. Run a scan with the security software already on your computer, such as Windows Security.

If that did not work

Very old computers struggle with modern websites, however tidy they are. If it is five or more years old and has a traditional spinning hard drive, a solid-state drive upgrade can make a big difference, but this is best done by a professional.

Do not install "PC cleaner" or "speed booster" programs, especially ones advertised by pop-ups. They often do more harm than good.

When to get more help

Stop and ask for help if the computer is slow all the time even after a restart, makes clicking or grinding noises, shows warnings about the drive, or gets very hot. Also ask if you are unsure which programs are safe to remove. Tell us the make, roughly how old it is, and when the slowness started.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.