



## TROUBLESHOOT GUIDE

There are two major stages in any troubleshooting process. One, identifying the problem and two, fixing the problem. This survey is to help you identify the problem and try to work out how to fix it.

**How are you going to test your project? Write down in your journal the specific areas that you will be testing.**

Will you share it with others or test it alone?

Do you know what you need to test? It might be the whole design, or just one aspect.

If you are sharing it with others, be clear in what you want them to help you with testing.

**What doesn't work or isn't right about your project or prototype? Start a log and get in the habit of documenting your procedure and outcomes. Things to think about:**

Gather as much information about the problem. Write down everything you know about what the problem is and how you made your prototype.

If the problem is about communicating your ideas, ask your feedback group what it communicates and why. This will give you insight into what you need to change.

Ask for very specific feedback. Is it about communicating your ideas or is your prototype not working?

Revisit all the different stages in your journal or sketchbook. Look at the process / prototype step by step to see what doesn't work and what does.

Chances are you don't need to go back to the drawing board. It might be one part that doesn't work, or a stage in the process that needs to be revisited.

**Questions to consider if something isn't working properly:**

Is this a new problem or a recurring problem?

Has anything been done differently that made you notice the problem?

What has changed? Did you use new materials, a new program or process?

When you first noticed the problem, was it the only problem or were there others?

Does the problem occur all the time or randomly?

Have you eliminated all the possible causes?

Can you retrace your steps to recreate the problem? This could show you where you made a mistake or result in new solutions.



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### **Does anyone else have the same or similar problem? Can you use their solution?**

Try googling online – there are lots of tutorials on Youtube and forums that you could ask for help. You can also ask your friends, family, or teachers. Remember try to be clear and specific about the problem.

### **Now your problem is fixed – test it again.**

This may reveal other problems. Go through the process each time to fix and improve your project or prototype.

Don't forget to write what the problems were and how you fixed it.

### **Have exhausted all avenues and possible solutions? Or are you getting nowhere and your problem still isn't fixed?**

Take a break and do something different!

Seriously, go for a walk or tackle another part of your project.

Often when we have been tackling the same thing for too long, we aren't seeing things clearly. Coming back to something after a break helps us to see things freshly. Sometimes, this means we overlooked a crucial issue that might be the problem or we have a completely new solution. Try it!

### **Is the problem actually a problem?**

Sometimes things do not go as we expect, but accidents can end up being more interesting than the solution. Check with your original vision to see if the outcome aligns.



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