

Checking Mac Hardware for Issues

If you think your computer is experiencing some type of hardware issue there is an easy way to check your Mac, thanks to Apple Diagnostics. The following steps will help you see if your computer is detecting something wrong with the hardware.

1. Shut down your Mac
2. Turn your Mac on and immediately hold the **R** key while it is booting up.
 1. You may be prompted to select a language or the diagnostics might start automatically.
3. You will see a progress bar and it should say "Checking your Mac"
4. If any issues are found during the search it will give you a reference code.
5. *Note this code and submit it to the IT team through an email (helpdesk@graceohio.org) when your computer is up and running.*
6. From the summary screen of the scan you can do the following:
 1. Restart test by hitting **Command + R**
 2. Restart computer by hitting **R**
 3. Shut down by hitting **S**

If you have any questions feel free to reach out to the IT team with any questions about this process.

The following link will take you to the official post from Apple in regards to using Apple

Diagnostics: <https://support.apple.com/en-us/HT202731>

Revision #1

Created 4 February 2020 13:40:06 by Dwayne Baughman

Updated 23 December 2020 15:07:48 by Dwayne Baughman