

Article

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Have you switched it off and on again?

We know better than most that sometimes technology doesn't want to work. The gremlins in the system are particularly active. The circle of doom just. Keeps. Spinning.

But *sometimes*, it's not the tech's fault. Sometimes, it's very much the humans. We spoke to our 24/7 Managed Services team and have listed the top 10 funniest IT support tickets they've received.

1. "The entire network is down": the user had accidentally switched on Airplane Mode
2. "I don't know why I've been locked out, I KNOW my password is correct": Caps lock was on
3. "The printer won't print": the paper tray was empty (Note: we truly believe 'Rage Against the Machine' was talking about a printer)
4. "I've lost all my emails!": they were looking in the wrong folder
5. "My keyboard has a life of its own": notebook was resting on it
6. "There's a buzzing coming from my laptop": a child had hidden a phone underneath the stand, the buzzing was it ringing (bonus for also finding a lost phone!)
7. "My laptop gets really hot": was taking the 'lap' element very literally and had it resting on a blanket with no ventilation
8. "The screen suddenly went black!": accidentally switched off the power with their foot under their desk
9. "I don't understand why it's so slow!": there were over 500 windows open, and they hadn't done a restart (or shutdown) in over six months
10. "I've been hacked!": forgot they'd changed their password the day before

Our team has seen it all, but it doesn't matter how big, small, or accidental, the issue – they'll always fix it.

Could an outsourced IT helpdesk give you more than you expect? While our team is sorting out the daily issues, you have the time to focus on the bigger picture, the projects that will create efficiencies and understanding the data that will drive your business forward.

We'd love to hear some of your IT blunders! Share them at info@waterstons.com and you could feature in the next edition (anonymously of course!)
