

## It Runbook

When a user reports their laptop will not turn on, the standard first-line check is: (1) confirm the power adapter LED is lit, (2) try a known-good charging cable, (3) hold the power button for 30 seconds to discharge residual power, then reattach the adapter and retry.

For corporate Windows laptops with BitLocker, the recovery key is escrowed in the IT identity portal under 'Devices > Recovery Keys'. Provide the recovery key to the user only after verifying their identity via a second channel (Slack DM plus phone call).

If a laptop powers on but the display is blank, the most common cause is a stuck firmware state. Connect an external monitor to confirm the GPU is alive; if the external display works, reseal the internal display ribbon (technician-only) or schedule a depot repair.