



Memo

Date: June 12, 2017
To: Priests, Deacons, Brothers, Sisters, Parish, Chancery and School Staff
From: Tom Hardy, Director, Office of Information Technology
Re: Difference Between Log Off, Restart and Shut Down

A concept users frequently have difficulty with is the difference between “logging off,” “restarting,” and “shutting down” a system.

Please see the attached explanation to help minimize confusion between some of these terms, and prevent actions that sometimes delay our Information Technology specialists or cause other problems.

If you have any comments or questions, please contact the Office of Information Technology Help Desk at support@archatl.com.

Thank you.

What is the Difference Between Log Off, Restart, and Shut Down?

A concept users frequently have difficulty with is the difference between “logging off,” “restarting,” and “shutting down” a system. As our staff will often instruct users to take a specific action, such as “restart your system” or “power down the system,” we wanted to use these directions as a way to help minimize the confusion between some of these terms which can sometimes cause problems and delay our support staff in being able to help you – the end user. That said, below is a listing of the various “reset actions” we may ask you to perform on your system and a simple explanation of what these actions do:

- **To shut down** (or power down, or power off) a system means that, when the process of shutting down is complete, the machine is powered down, and it will not come back up again without a someone taking further action (i.e. powering it back on again). If you expect your system will be needed for maintenance or remote access, the next option (a “restart”) would be a better alternative.
- **To restart** (or *reboot*) a system means that the computer goes through a complete shutdown process, then starts back up again. Not only is this an instruction we may give during a troubleshooting session, but it is important to note that we recommend EVERYONE perform a “restart” each evening before leaving the office or first thing every morning. Restarting and/or Rebooting your computer flushes out your system’s short-term memory (RAM) along with various temporarily held tasks and data – allowing your PC to start anew and help it run faster and more efficiently.
- **To log off** or **sign out** of a system means that the user who is currently logged on has their session end, but leaves the computer running for someone else to use. Though this is faster than a full restart, it is generally used during the course of the business day when a system is shared between multiple users – which is rarely the case for our environment.
- **To power on** a system means that you simply press the power button and let the system come up to a login prompt.

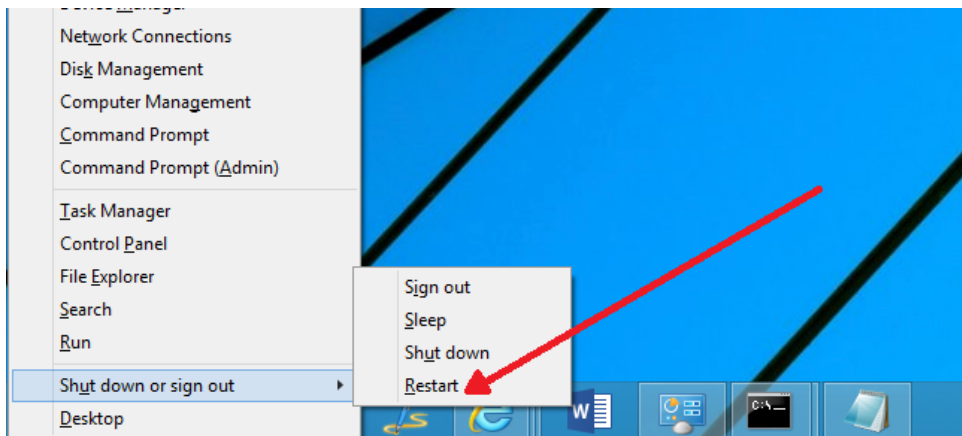
If our support staff instructs you to take a specific action, it is in your best interest to do exactly what has been suggested! For instance, if you are instructed to “reboot” your system, you should choose the restart option from the Windows menu as opposed to the Log off or Sign out option. Similarly, if you are requested to log off, just log off, but do not shut it down.

Depending upon the version of Windows you are currently running, these reset commands may be referred to differently:

Example of a Windows 7 screen



Example of a Windows 8 or 10 screen



Similarly, each of these operating systems have different steps for performing these reset functions. As an example, to safely restart a Windows computer, you can usually right-click on the Start button and then choose the Restart option from the reset pop-up menu. On the next page, you will find detailed steps for how to restart your system ...

How to Restart/Reboot a Windows 10 or Windows 8 Computer

The "normal" way to reboot a computer running Windows 10/8 is through the Start menu:

1. *Right-click* on the **Start** button
2. *Highlight* (i.e. mouse over) the **Shut down or sign out** option to expand the sub menu
3. Choose **Restart**

The "faster" way:

1. Open the *Power User Menu* by pressing the **WIN** (Windows) key and **X**.
2. In the **Shut down or sign out** menu, choose **Restart**.

How to Restart/Reboot a Windows 7 Computer

The simplest way to restart/reboot a Windows 7 PC is through the Start menu:

1. Click the **Start** button on the taskbar.
2. Click the small arrow next to the right of the "Shut down" button.
3. Choose **Restart**.

(Please refer to the previous page for illustrations)