Really Basic Troubleshooting
(Or, how to save yourself lots of time)

Wait! Before you fill out that work order email to your site tech coordinator, take a look at these basic troubleshooting tips. You may find that you can easily fix your problem in minutes with one or two simple steps.

For computer problems:

Check your computer monitor. Sometimes computer monitors are turned off one way or another- probably by invisible gremlins- giving the computer itself the appearance of being off. Even experienced computer users can be fooled by this one.

First things first- Reboot & Retry. 50% of computer problems can be fixed with one simple step: restart your computer! Often a computer problem occurs because your computer was on during a network outage or similar service interruption. Restarting it will reset it to its normal operations most of the time.

If you see the same problem even after a reboot, then submit a work order.

Make sure it's plugged in. I know, I know…the computer was plugged in last time you used it, so you don't even suspect that it would be unplugged. It happens all the time. Kids see a cord sticking out of the wall and they just have to unplug it. Your power cord needs to be plugged into a live socket, and the thin grey/blue/black network cable has to be plugged into the phone-jack-looking plug on the wall for you to get on the network.

Make sure your username and password are correct. In order to sign into any computer in the district you need to supply your credentials. These credentials grant computer users varying levels of access to District information. When you initially sign in to your computer the first screen you see asks you to press the Control, then Alt, then the Delete keys in succession. After that you are asked to enter the following information:

<u>Username</u>: Your first name dot last name.
<u>Password</u>: The password you have chosen

Both sign-in fields are important. You cannot sign-in to a computer in the district without proper credentials. Please check all three fields for accuracy first, then make sure your CAPS-LOCK is not on if you're still having problems.

For Printer Problems:

Should your printer stop responding there are a couple of things you can check:

Check to see if you're out of ink or paper. Most printers have a red light on the front panel that will indicate whether you're out of ink or paper. Order ink if you're out.

Make sure it's plugged in. Be sure that your printer is plugged into the wall. The printer also has a cable that goes into the computer, you can check to make sure that that cable is plugged in as well.

Make sure you're printing to the right printer. Many computers are set up to print to more than one printer. To find out where your computer is printing by default, simply click on the Start Menu, go to Settings, and click on Printers. The printer your computer normally prints to will have a checkmark next to it. Unless you tell the computer to do otherwise, that's the device it will print to.