

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

Wait! Before you fill out that work-order 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 giving the computer itself the appearance of being off. Even experienced computer users can be fooled by this one. The monitor is the screen you look at. The computer itself is the box below or near it.

First things first – Reboot and 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 operation 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. 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, yellow or blue 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 in to any computer in the district you need to supply your credentials. These credentials grant computer users varying levels of access to the 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 following information:

Username: your first initial/last name (*sometimes middle initials are used when there are other people in the district with the same name*)

Password: the password you have chosen

These two sign-in fields are important. You cannot sign on to a computer in the district without proper credentials. Please check both of these 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.

Make sure it's plugged in. Be sure that your printer is plugged into the wall.

Can't add or find a networked printer. If you need to add a networked printer to your computer, please use the handy shortcut that has been remotely placed on your desktop. Click on the "Add Printer" icon. The very first item in the "Add Printer" shortcut is a link to a folder with a PDF of detailed (w/pictures) Installation Instructions.

Locate the printer you want to add. All the printers are named with Site_Location_Make/Model. Once you have located the printer you want, all you have to do is double-click on it and it will self-install.

Important note! Please don't move a networked printer without notifying the ITS department. If it gets moved, it will no longer be mapped properly and others won't be able to print.