Student Laptop Troubleshooting

NOTE: Please <u>Restart</u> (not shut down but restart) your laptop daily and turn your laptop off when not in use. This is also the first step when troubleshooting any issue with your laptop.

Logging into The Computer

Step 1: Power on the computer.
Step 2: The computer will come up to a login screen which should display "Other User".
Step 3: In the bottom right corner, you will see the network connection icon. **Verify that the computer is connected to the internet before logon.**

 This icon means the computer is NOT connected to a network.

 This icon shows the computer is connected wirelessly and has good signal strength.

 These icons show poor wireless signal. This could mean that the wireless router is too far away or there are too many obstructions (walls or wire mesh in walls) between the computer and the router.

 This icon shows the computer is connected through an ethernet (physical) cable and does have a connection.

 If you see an exclamation mark, you likely have an issue with the connection or may be connected to a guest network that requires a password or some form of authentication to establish a full connection.

Step 4: If you are NOT connected to a network, click on icon.
Step 5: If using a laptop, you should see a list of available wireless networks. Select your Wi-Fi network.
NOTE: You may also connect to the internet using an ethernet cable. You would plug one end of the cable into your laptop and the other into an ethernet port (usually in the back of the router). You can verify it is working if you see blinking lights inside the connector.
Step 6: Once you select your network, click <u>Connect</u>.
Step 7: You will be asked to enter the password if your network requires a password. Enter it now and click <u>Next</u>.
NOTE: Passwords are case sensitive meaning it must match exactly to how it was originally entered. If the password is supposed to be "PASSword" but it is entered "Password", then it will not connect.
Step 8: If the password was entered correctly, you will see **Connected**. Wait at least <u>90 seconds</u> before logging in the first time.
Step 9: Once you have verified internet access, type your **<u>Student ID</u>** in the "Username" (top) field and the password in the field below.
NOTE: Student passwords are "Sp" followed by their date of birth in a 2x2x2 format. EX: Sp123100 for December 31, 2000. If the password is entered incorrectly 5 times, the student will be locked out for 5 minutes. If this is your first time logging into this specific computer, Windows will go through a "Hello" setup phase. This is normal and may take a few minutes.
Step 10: Once logged in, the computer will take you to the desktop. Once here, you should be set to start using the computer.

Laptop Will Not Power On

Step 1: Verify that the charger is fully inserted into a known working outlet/power strip and, if connected to a strip, that the power strip is on.
Step 2: Make sure that the charger cable is fully inserted into the charger (where the brick and outlet cable separate).
Step 3: Fully insert the charger tip into the charge port.
Note: For Lenovo laptops, when plugging in the laptop, you should see the Power Button blink to indicate the charger is supplying power to the laptop. HP laptops have a light directly next to the charge port that will illuminate. Dell laptops have a light at the bottom right hand side of the palm rest that will light up when plugged in.
Step 4: Press the power button for 2 seconds and wait 5 seconds (Dell and HP laptops sometimes may take a few seconds to display something when turning on).
Step 5: If nothing happens, press, and hold the power button for 10 seconds. This will perform a hard shut down and force the laptop to shut down. (Sometimes laptops may get stuck in "Sleep" mode and may have issues starting up again. This step should fix that as well).
Note: Shut Down the laptop once you are done using it and "Restart" the laptop daily. Not restarting the laptop or just closing the laptop lid when you are done may lead to network connection issues or the laptop not powering back on properly.

Software Center

Software Center is an application used by both students and teachers to download and install many free applications made available to us by the IT department. The most used apps being Microsoft Office (for document creation/editing), and Microsoft Teams.

Step 1: Start by clicking on [search icon] in the lower left of your screen and type "Software Center" (without the quotes). It should appear as your first option.

NOTE: You may also find the Software Center by clicking on IT HUB on the desktop, clicking on the house in the upper corner and then clicking "Software Center".

Step 2: The Software Center should open in a new window and will display the apps available to you after a few seconds.

Step 3: Locate and select the app you wish to install.

Step 4: Click the install button to begin downloading the app.

Step 5: After the app finishes downloading, it will automatically begin the installation process.

Step 6: Once the installation is finished, the Install button will change to a Uninstall button.

Note: Please restart your laptop after installing software.

Should you require more assistance...

If after following these guides and troubleshooting tips you feel you need help, feel free to open the Microsoft Teams app, locate the **Student Help Desk** Team, and enter your question(s) into the chat. A member of our IT department will respond as soon as possible.

If the Microsoft Teams app is missing from your device, please see below on how to access Microsoft Teams.

Installing Teams on Different Devices

There are multiple ways to get to Microsoft Teams should you need more assistance. The following will guide you on how to access the apps on different devices.

Teams Desktop Application

Step 1: Start by clicking on [search icon] in the lower left of your screen and type "Software Center" (without the quotes). It should appear as your first option.

NOTE: You may also find the Software Center by clicking on IT HUB on the desktop, clicking on the house in the upper corner and then clicking "Software Center".

Step 2: The Software Center should open in a new window and will display the apps available to you after a few seconds.

Step 3: Locate and click on **Microsoft Teams** in the Software Center.

Step 4: Click the install button to begin downloading the app.

Step 5: After Teams is done downloading, it will automatically begin the installation process.

Step 6: Once the installation is finished, there should be an [Teams icon] icon on your desktop.

Step 7: Click on and open the Teams app.

Step 8: On the left side of the Window, click on the [Teams icon] icon.

Step 9: Look for the Team named **Student Help Desk**, select it, and enter your issue in the chat.

Web Version

Step 1: On the desktop, launch the [Office icon] icon. If the icon is missing, open a web browser go to www.office.com and click sign in.

Step 2: Click on [Teams icon] icon to open the Teams app.

Step 3: On the left side of the Window, click on the [Teams icon] icon.

Step 4: Look for the Team named **Student Help Desk**, select it, and enter your issue in the chat.

Mobile Devices

Step 1: Go to the App Store [App Store icon] on iOS or the Google Play Store [Play Store icon]

Step 2: In the search bar, type Microsoft Teams.

Step 3: Download the app named Microsoft Teams. [Teams icon]

Step 4: Once installed, open the app.

Step 5: Sign into the app using your SPS email which is **studentID@springfieldpublicschools.com** and use the same password used to log into the student computer, **e.g. Sp123100**.

Step 6: The first time you log in, you will be asked if you want to allow notifications and to allow use of the microphone (which is used for chat/meetings). Hit allow access.

Step 7: Hit "Next" until you get to the main screen.

Step 8: At the bottom of the app, click on the [Teams icon] icon.

Step 8: Look for the Team named **Student Help Desk**, select it, and enter your issue in the chat.