

Technology in the Classroom-Troubleshooting Tips

First Step: Check the Power	<ul style="list-style-type: none"> • Are all plugs in wall sockets? • Are all cables connected to the computer? Document camera? • Power strip on? • Is the network light on? Look on back of computer where Ethernet cable plugs in
Repeat	If something doesn't work the first time, do it again to eliminate "user error"
Reboot	Restarting your computer can resolve some issues
Can't Load a Web Page?	<ul style="list-style-type: none"> • Try a different browser: IE, Edge (Windows 10), Firefox, Chrome • Check to make sure your browser version is current
My computer won't turn on	<ul style="list-style-type: none"> • Are power cables connected tightly to all devices? • Are power cables plugged into a power source? • If you are using a surge protector power strip, has it tripped? • Unplug the computer completely from the power source, wait 5 minutes, then reconnect and try again
My monitor is not working	<ul style="list-style-type: none"> • Are monitor and computer both turned on? • Are all cables connected properly?
Mouse or keyboard not working	<ul style="list-style-type: none"> • Are cables connected tightly? • If it's a USB device, try connecting to a different USB port • Reboot! • Make sure mouse is clean and on a solid surface • Try a different mouse or keyboard to determine if it's a device or computer problem
Computer is freezing and/or crashing	<ul style="list-style-type: none"> • Reboot! • Three finger salute Ctrl+Alt+Del to close unresponsive programs
My printer is not working	<ul style="list-style-type: none"> • Is it plugged in and turned on? • Are you connected to the computer? • Does it have toner/paper? • Check printer settings to make sure it is online and not paused Start → Control Panel → Hardware and Sound → Device and Printers
Sound is not working	<ul style="list-style-type: none"> • Are headphones/speakers plugged in tightly? • Are they plugged into the correct port? • Are speakers powered on? • Check volume controls on headphones/speakers • Check speaker icon in your system tray to make sure it's not muted or on very low volume
I can't connect to the network	<ul style="list-style-type: none"> • Reboot! • Is the blue network cable plugged in tightly at both ends? • Is there a green light flashing where the cable plugs into the computer? If not, there may be a problem with the cable or the wall port • Is anyone else having the same issue? It may be a general outage • For wireless network: are you connected to the correct network? Is wifi on the computer turned on?
Error messages	<ul style="list-style-type: none"> • Read error messages carefully • Some error messages can be scams • When in doubt, Google it! • Write down error messages and include them with any tech support request
Login Issues	<ul style="list-style-type: none"> • Are you typing your username and password correctly? • Are CAPS Lock or Num Lock on? • Make sure the login boxes are empty-sometimes students add spaces at beginning of user name or in password

Troubleshooting Tips for Students

File is deleted	Open Recycle Bin; right-click → restore
Can't exit a program	Alt+F4
Can't find a program	Click on Windows or Start button; enter program name in search bar
Keyboard doesn't work	First check to be sure keyboard isn't working by pushing "Num Lock" key. Does the light go on/off? If it does the problem is something else. If not, check cord from keyboard to computer. Re-plug and check again
Mouse doesn't work	Move mouse around to see if cursor moves; if it doesn't, re-plug and check again
No sound	Mute is on Volume is down Headphones are unplugged
Can't find a file	Click on Windows or Start button; search for file in search bar
Program frozen	Check for any open dialogue boxes asking for input Ctrl+Shift+Esc to pull up Task Manager; select unresponsive program → End task
I erased my part of my document	Ctrl+Z
Program closed down	Is it open on the taskbar? Click on open program from task bar If not, reopen program
Tool bar missing at top of webpage	F11
Screen is rotated	Ctrl + Alt + ↑

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