Common IT Troubleshooting Guidelines for Teachers

These contents cover the most common issues and solutions for student computers. These guidelines are for you to try with the student and are broken down with pictures. If none of these troubleshooting techniques work, you will need to let your designated IT support teacher know.

IMPORTANT: Please provide the following information to your designated IT support teacher. If this information is missing, the student may not receive immediate attention.

Student's name, ID number, issue, any troubleshooting you have done, and the student's chosen IT support center location.

IT Support Center Locations: The Brown Center, NVHS, Hug HS, McQueen HS, SSHS, Reed HS

Contents – Press Ctrl and Click on the section you want to see

# Students can create a new password after password reset

Password Reset Cheat Sheet

Walkthrough instructions on how to change student passwords on a student laptop.
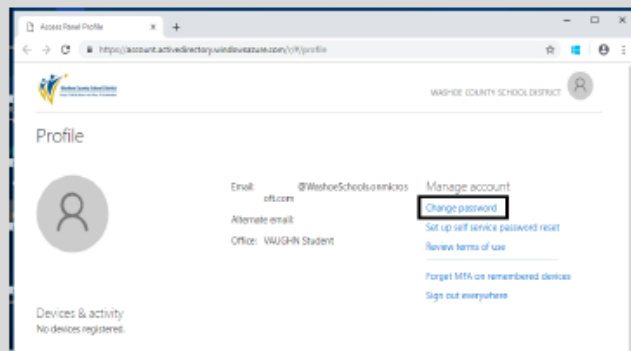Vaughn 1:1 IT Tech

STEP 1 - Login and hold Control - Alt -Delete at the same time to bring up the blue Logon screen.

STEP 2 - Select 'Change a Password' and wait for a profile page to open in Internet Explorer.

Lock

Switch user

Sign out

Change a password

Task Manager

Cancel
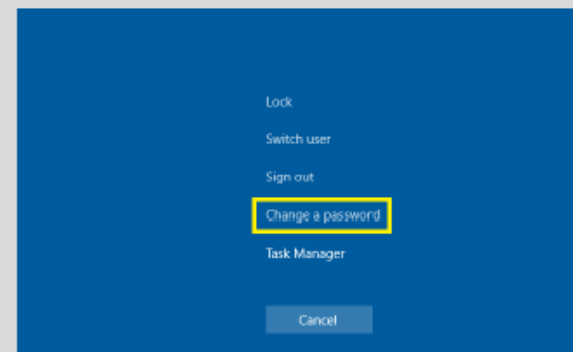
STEP 3 - On the right side of the profile page, select 'Change Password'

STEP 4 - Type in old password, new password and click submit. Log off and log in to activate new password.

change password

User ID
@WASHOESCHOOLS.ORG

Old password

Create new password

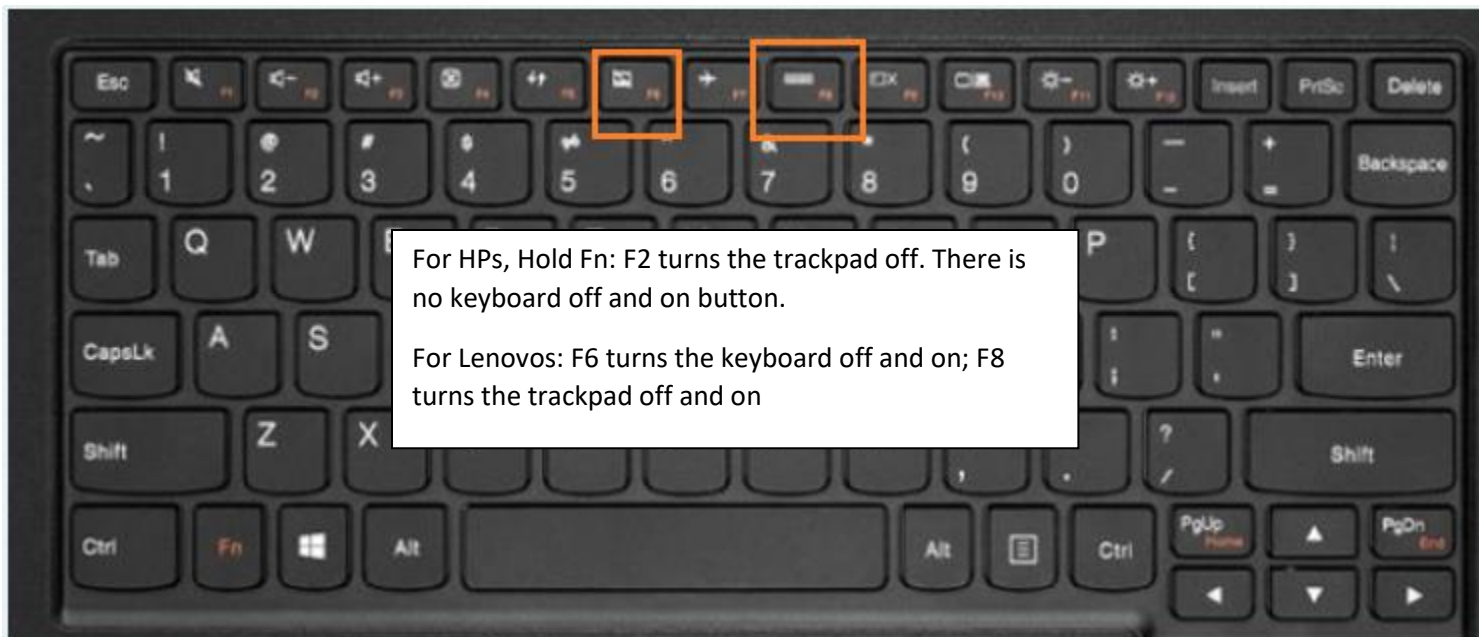Confirm new password

submit   cancel

Computer will not turn on

Verify that everything is plugged in including your monitor, keyboard and mouse.

Also make sure that the monitor is turned on. For laptops, try charging laptop, the laptops battery may be dead.

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Mouse/Keyboard do not work

If your keyboard or mouse are not doing anything, try pressing the keyboard and mouse toggle keys.

For HPs, Hold Fn: F2 turns the trackpad off. There is no keyboard off and on button.

For Lenovos: F6 turns the keyboard off and on; F8 turns the trackpad off and on

If that fails, try restarting computer, if you are unable to restart the laptop, hard shutdown the computer (hold power button down until all lights are off). If that fails, a student will need to go to a support site.

No Internet connection

If you are properly connected to the internet you will see icons similar to the ones show bellow in the bottom right hand corner of your screen.

If **not** connected properly you may see following icons: For wired connections verify that Ethernet Cable (Yellow cable) is plugged in correctly to computer, if it is connected properly you will have an icon that does not have a red X or caution sign.
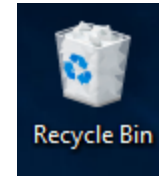
For Wireless connections verify that you are connected to a Wi-Fi network. If you are not connected to a Wi-Fi network you will have an icon that looks like the one in the blue square.
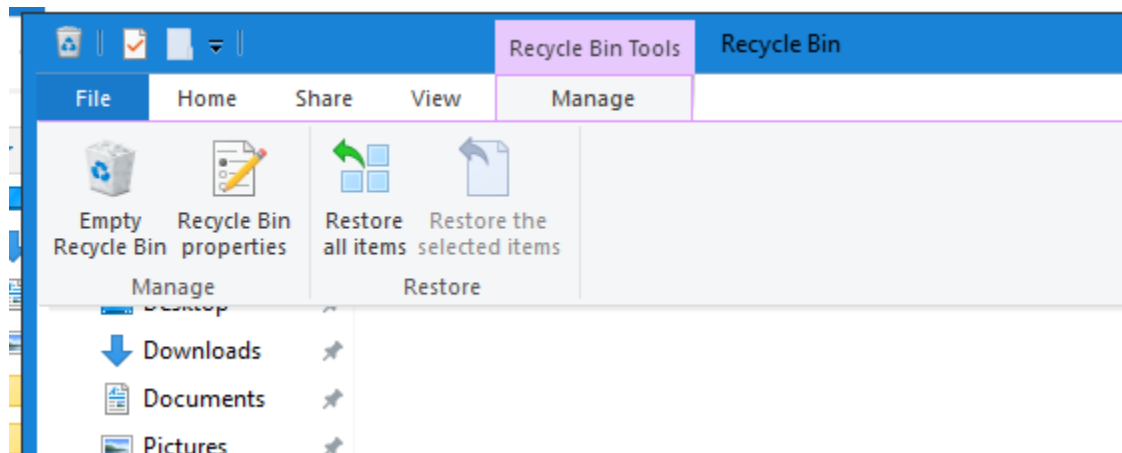
Deleted a File on Accident

If you accidently deleted a file you can restore it from the recycle bin which is located on your desktop.

Once you are in the recycle bin, if you click on manage you will have the options to restore all items or items that you select. (Example bellow)

No Sound

If your computer is not playing any sound verify that the sound is on and not muted. If the sound is muted you will see an icon similar to the one bellow on the bottom lower right hand part of your screen.

To unmute, click on icon and turn the volume up or down on the slider that comes up.

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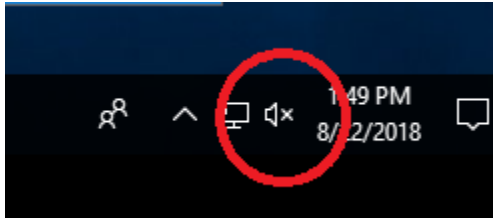
Computer is frozen or running slow

If your computer is running slow or is not very responsive try restarting your computer. If computer is unresponsive and you are unable to shut down or restart the computer, you can hard shutdown the computer by holding down the power button until all lights are off on the computer.

HP Computer Power Button is on the side

Lenovo Computer Power Button is above the F2/F3 keys
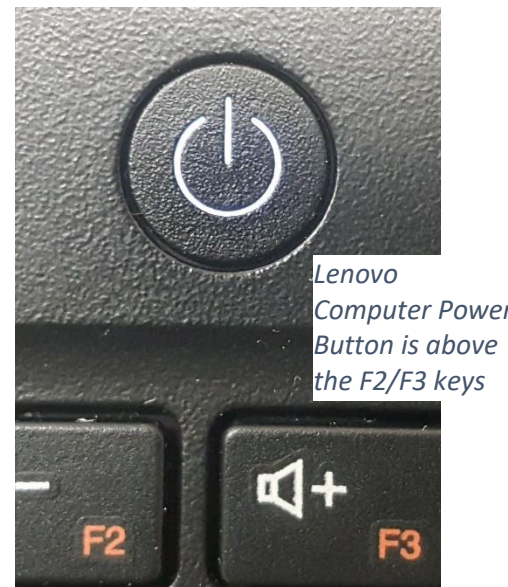
HP Computer screen is black/computer is not turning on

For HP computers: If the HP computer is not turning on. Hold the power button for 30 seconds. Continue to hold while you plug the charger into the charging port on the other side of the computer. Release the power button and press it again. The computer should wake up.

Hold the HP Computer Power Button on the side.

While holding the power button, plug the charger into the computer. Release the power button and press it again.
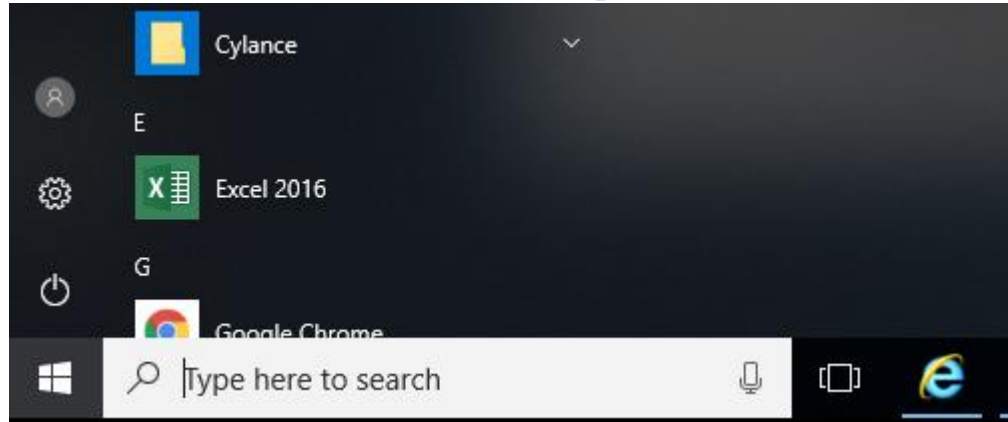
For Lenovo Computers: The F9 key that can turn the screen off and on. Try tapping the key a few times.

If that does not work, the student will need to go to an IT Support Center.
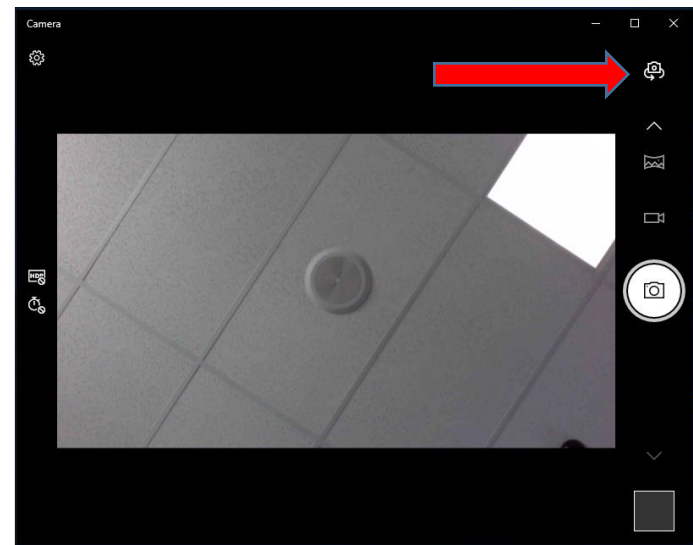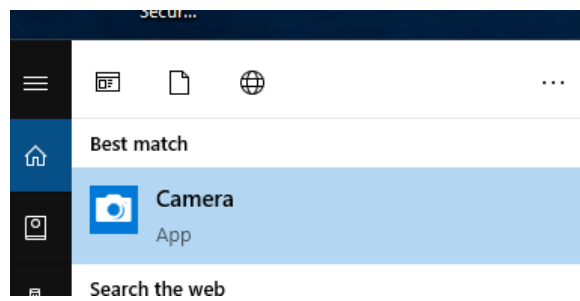
Unsure where a file was saved?

Use search bar on the bottom left hand portion of the screen. (Pictured below).

If you right click on the result you will have the option of opening the file in the location it was saved.

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HP G3 Switch between Front and Back Cameras

To toggle between the main camera and the secondary camera, open the Camera App and click camera swivel.

Computer sign-in errors

If you are unable to sign in to your computer or any website always double check your spelling! Usernames are not case sensitive but passwords are. Type slowly.

On intuned devices such as 1:1 laptops, students are required use their StudentID@washoeschools.org to sign-in
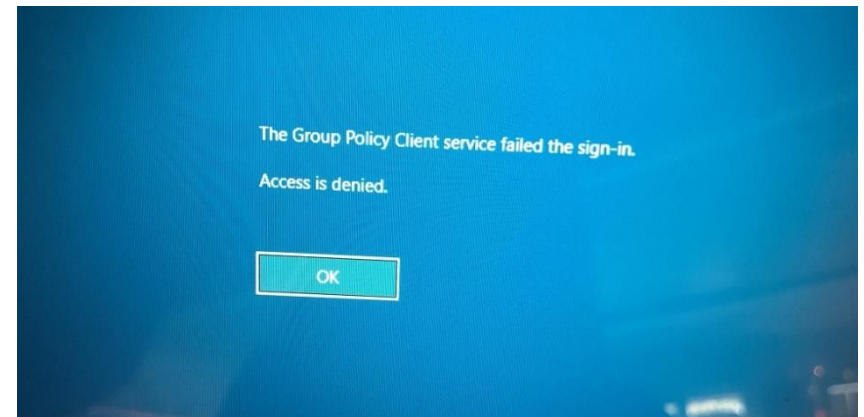
If you receive an error message such as the one above, hold the power button until the computer shuts down. Turn it back on and try signing in again

TEAMS

Please refer to your 21st century teachers and the 21st century Team for help with using Teams to connect with students. Below are basic troubleshooting options in case of program issues.

Teams App is frozen, slow or not working properly

If Teams is not working properly, and receive messages saying "you do not have permissions to view file," sign out of the program by clicking on your profile picture and selecting sign out. Teams will prompt you to sign in again.
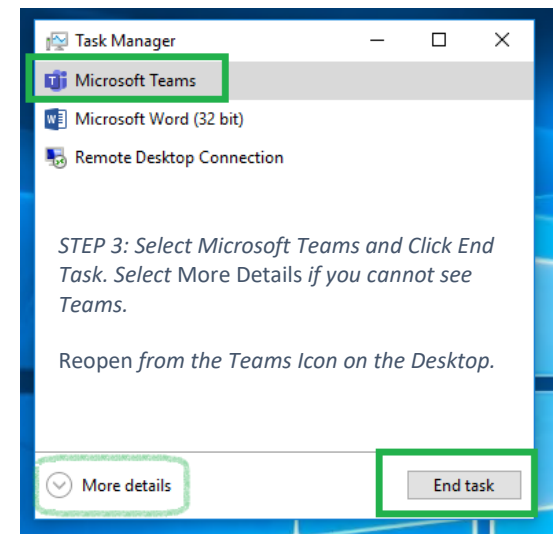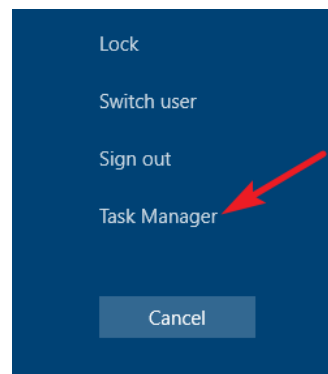
If that doesn't work, try closing the program and reopening from the icon on their desktop.

If that fails, select CTRL- ALT-Delete at the same time. Select Task Manager> Find Teams under the App processes (click "more details" if you cannot see Teams)> Select Teams and click End Task. Try opening Teams from the app icon again.


STEP 1: Select CTRL-ALT-Delete

STEP 2: Click on Task Manager

Lock

Switch user

Sign out

Task Manager

Cancel

Task Manager

Microsoft Teams

Microsoft Word (32 bit)

Remote Desktop Connection

STEP 3: Select Microsoft Teams and Click End Task. Select More Details if you cannot see Teams.

Reopen from the Teams Icon on the Desktop.

More details

End task

Student does not have Teams App AND cannot login through Office.com
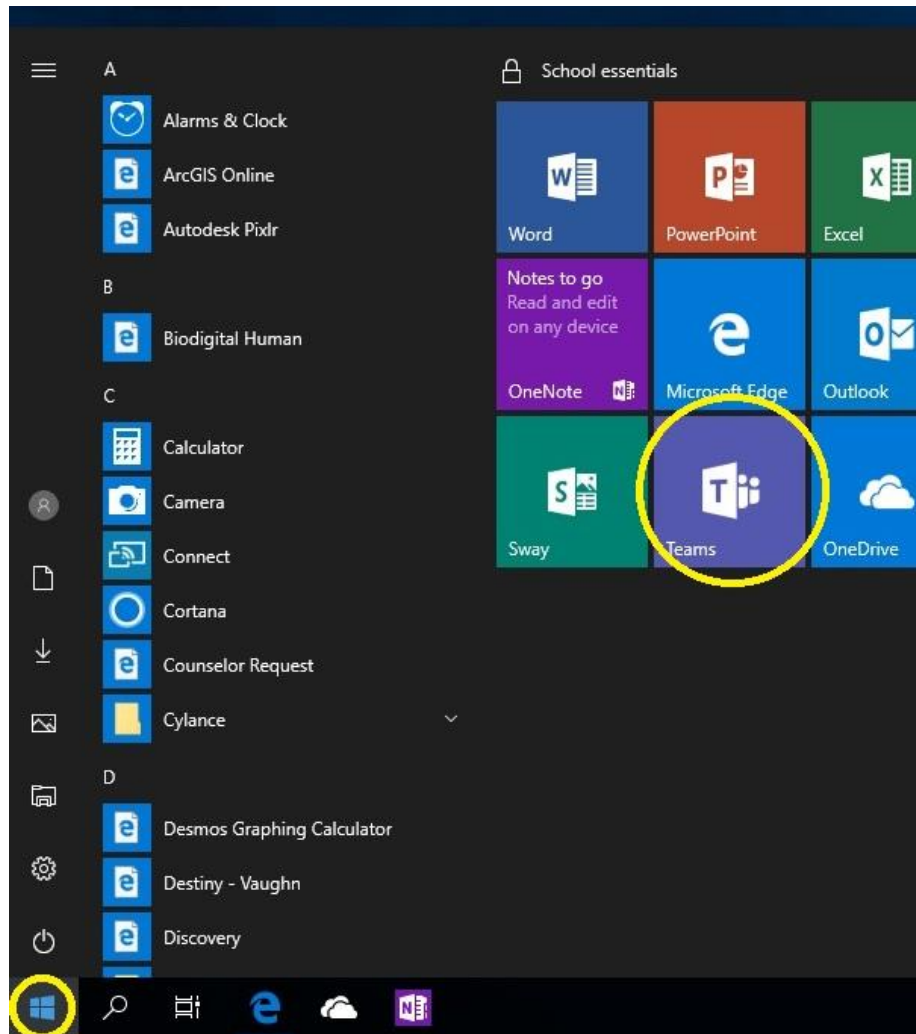
If a student does not have the Teams App, they may be able to access Teams by going through the online version. Click on the four windows in the bottom left corner of the screen. Then click the Teams icon in the start menu.

If the student still cannot logon to Teams, Teams will need to be installed by a tech at an IT support tech.