








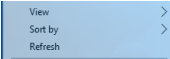




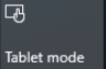




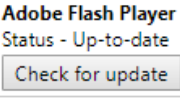




Troubleshooting Computer Problems

Problem	Solution
Screen is sideways	CTRL + ALT + Up Arrow or right -click on desktop-- choose display settings
No sound	Make sure volume is not on mute or down to low? Right Click sound icon on taskbar, playback devices, select speakers/soundbar or speakers/headphone , set default 
There are currently no logon on servers available to service your request.	Make sure wifi is on, select  ,  indicates wifi is on, OR Turn wifi off, restart, turn wifi back on
No Internet/Yellow Triangle 	Turn wifi off, restart, turn wifi back on
No Internet/Wifi is off 	Turn wifi on, select  ,  indicates wifi is on,
No Internet and you notice airplane in bottom right corner 	Click on airplane in bottom right corner and click on airplane mode  to turn it off.
No icons on desktop caused by loss of network connectivity.	Right click on desktop and select refresh  icons should reappear.
Need to Restart	Click Windows button  , Click on Power button  , Select Restart
Toolbar missing Chrome/Internet Explorer	Push F11 key

<p>Start/Windows button doesn't work and no icons.</p> 	<p>Possibly in tablet mode, Click  Action Center far right corner, click Tablet mode</p> 
<p> is missing</p>	<p>Click on , type Software Center, select TestNav, Install</p>
<p>Adobe Flash is required. Install latest version.</p> 	<p>In Chrome address bar type Chrome:components, push  enter, click Check for updates for Adobe Flash Player</p> 
<p>Taskbar has moved</p>	<p>Click on it while holding mouse button and drag it to desired location--release mouse</p>
<p>Smartboard isn't projecting computer images after watching a DVD/VCR tape</p>	<p>Projector is possibly on wrong input, change from s-video to computer.</p>
<p>Text is small on Internet I can't read it.</p>	<p>Ctrl+to enlarge, Ctrl- to reduce size</p>
<p>When I type, it types over my words.</p>	<p>Push "insert" key on keyboard</p>
<p>Desktop icons messed up</p>	<p>Right click on desktop--arrange icons</p>
<p>Looking for something and can't find it.</p>	<p>Click on , type in what you are looking for</p>
<p>Deleted a file</p>	<p>Open Recycle bin--right click on file--select restore</p>
<p>Can't close/exit a program</p>	<p>Alt+F4, if that doesn't work power off the laptop/computer</p>
<p>Mouse isn't working on laptop</p>	<p>Fn+F3</p>
<p>Can't get on </p>	<p>Windows key+L to lock your computer, Log back in</p>
<p>Help, I can't fix the problem</p>	<p>Send an email to support@greenwoodk12.com</p>
<p>My monitor is dirty!</p>	<p>Use a screen cleaner or a damp cloth, spray the cleaner on cloth then wipe monitor. Microfiber cloths work great.</p>