

# HELPDESK TROUBLESHOOTING GUIDE

Over the past two months, the Technology Department has received hundreds of calls to the helpdesk. We decided to look back at our most frequently asked questions and compose a list to help parents and students troubleshoot issues they may encounter on their district issued devices.

**Before you call the helpdesk.... RESTART!**

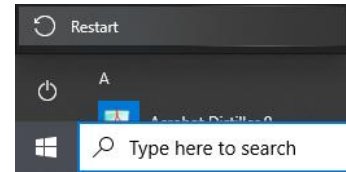
## DELL LAPTOP Grades 6-12



### 1) “My computer is running really slow” “My computer is freezing”

Restart your computer. This is the first thing the helpdesk will ask you to do. Restarting your computer will fix 99% of the issues you may encounter. A computer restart will reset your device drivers, close programs, refresh your computer memory, and restart the operating system.

- Click on the start icon in the lower left corner
- Choose the power option
- Select restart.



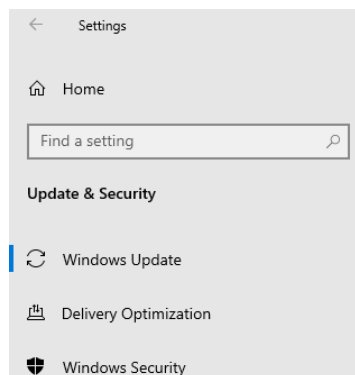
If your computer is frozen and you cannot restart with the start menu, you can hold down the power button for 10 seconds until the computer shuts down completely. Only do this if the start menu is unavailable. A quick press of the power button will only put the device in sleep mode.

*Sleep Mode: We noticed that students are not shutting down (or restarting) the computer on a regular basis. They are simply closing the lid, which only puts the computer into sleep mode. When the computer is placed into sleep mode, this maintenance is not performed.*

### 2) “I need updates” “Windows wants to run updates”

Microsoft pushes out updates automatically to the computer. If your computer is prompting you to complete a windows update, please let it run. To check to see if your computer needs updates, go to Settings > Update & Security. Click on Check for Updates. If updates are available, please install them.

*Note: Some updates may take some time to complete. We recommend performing windows updates in the evening or over the weekend.*



#### Windows Update

*\*Some settings are managed by your organization*  
[View configured update policies](#)

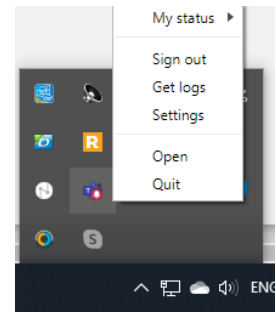
 You're up to date  
Last checked: Today, 12:47 PM

[Check for updates](#)

[Check online for updates from Microsoft Update](#)

### 3) “I can’t log into Teams” “Teams is not loading”

Try restarting Teams completely. Right click on the Teams icon in the system tray in the lower right hand corner of the screen. Click on the “Quit” option. Restart the Teams application. *Note: Choose the caret ^ to display more icons if the Teams app is not shown.*



If you still cannot sign in Teams, and you get an error that asks you to sign-in again, you can try disconnecting and reconnecting your account in windows.

- Right click on the start icon and choose settings
- Click on Accounts
- Click on Access work or school
- Click on your email address and choose disconnect
- Click on the Connect icon and sign back into your account

### 4) “I don’t have a Teams meeting on my calendar for my class”

The teacher schedules Microsoft Teams meetings for each class. The teacher will need to invite you to the meeting. Once invited you need to accept the invitation. If you are no longer in a class, you can remove the meeting from your calendar. Choose “remove series”.

### 5) “My Wi-Fi doesn’t work” “My wireless adapter is missing”

We have noticed that when the computer needs to do windows updates sometimes the wireless adapter disappears. To run windows updates on your computer:

- Right click on the start icon and choose settings
- Click on Update and Security
- If updates are available choose Install Now
- Reboot your computer when prompted

If you are still having issues, we may need to reinstall the driver for the wireless adapter. Please put in a help ticket or stop by Room 223.

## APPLE IPAD Grades PK-5



### 1) “My iPad is really slow” “My apps are freezing”

When you run into problems with your iPad, the first thing we recommend is restarting the iPad. To power down and restart the iPad you can do the following:

- Tap on the Settings app (Silver Gear icon)
- Tap on General
- Tap on Shut Down
- Slide to Power Off

Alternately, you can hold down power button (top right) for at least three seconds and slide to Power Off.

### 2) “My iPad is not charging” “I charged my iPad all night and it is still not 100%”

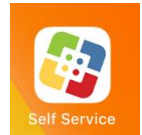
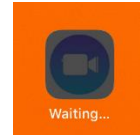
The device is not reporting the proper battery level after charging the device for an extended period. For instance, the iPad is charged overnight and the battery indicator did not increase or increased a small amount. In this case, we have found that if the device is restarted, the battery indicator is updated to the proper level.

*Note: Pressing the power at the top right of the iPad is not restarting. That just puts it to sleep. A hard restart must be completed. See steps to restart above.*

Another possible reason the iPad might not be charging is the power cable. The cable may not be providing a sufficient/steady charge for the device. If possible, try charging the iPad with a different cable if one is available. We understand that not everyone has an iPhone or personal iPad, however this is a quick and easy way to determine where the issue may be. If the issue is resolved when using a different cable, then arrangements can be made to swap out the cable that was issued with the device.

### 3) **“My app does not load” “My app needs reinstalled” “My app is frozen” “My app is grayed out” “My app says ‘waiting’...”**

There are various reasons why an app may stop working. The quick fix is to delete the app and reinstall it. You can delete the app by pressing down on the app down until it wiggles; press the X to delete it. Visit the Self Service app to reinstall a previously installed app. Click on the Self-Service app and search for the app you wish to install. Click on the app and choose “install” or “reinstall”. If this does not work you may need to call the helpdesk.



### 4) **“Seesaw will not let me record a video” “Seesaw will not let me save a video” “Seesaw will not let me upload a video”**

This appears to happen when a student is in the Seesaw app and a Microsoft Teams meeting at the same time. If you get this error, we recommend that you exit the Teams meeting before you try to complete your assignment.

## **FOR ALL DEVICES**

### 1) **“My screen is damaged” “I damaged my device and my display is distorted” “I dropped my device and it will not power on”**

If there is damage to your device, you will need to bring the laptop and/or iPad to the High School for a service call. Please call our helpdesk at **724.266.2833 x4357** between the hours of 7:30 AM – 2:30 PM.

### 2) **“My Wi-Fi isn’t working at home”**

AASD does not have control over the Internet speed or connection at your home. However, there are a few things you can try to troubleshoot

- Power off your home router for at least 30 seconds and power back on
- Try sitting in close proximity to your router for the strongest signal
- Try a hotspot to determine if the problem is with the device or your home network
- Try a different browser or website when pages do not load
- As always, restart your computer

### 3) **Additional resources are available on the AASD website:**

- [Student Devices: Frequently asked questions](#)
- [iPad User Guide](#)
- [iPad Troubleshooting](#)
- [Connecting to Wi-Fi on iPad](#)
- [Connecting to Wi-Fi on Laptop](#)