

# Frequently Solved Issues

## **NETWORK**

Q: What happened to my H:Drive and/or files?

A: Restart the computer.

A. Make sure when you logged in *Workstation Only* was unchecked.

Q: The internet is not working.

A: Restart the computer.

Q: I can't login to the network.

A: Restart the computer.

Q: It says to change my password, should I?

A: Yes, you **must** change your password.

## **HARDWARE**

Q: My printer stopped working.

A: Turn off or unplug, wait ten seconds, turn back on or plug back in.

Q: My mouse stopped responding.

A: Restart your computer.

Q: My keyboard stopped responding.

A: Check to see nothing is pressing on the keyboard and restart the computer.

Q: My computer beeps repeatedly at startup.

A: Check to see nothing is pressing on the keyboard(maybe a headset?) and restart the computer.

Q: My projector keeps turning off.

A: The projector is turning off due to temperature. Let it cool down and try again.

## **SOFTWARE**

Q: Gradequick/Attendance is not working.

A: Restart the computer.

Q: My student's Compass activities are grayed out.

A: Restart the computer.

A. Make sure when you logged in *Workstation Only* was unchecked.

Q: I keep getting a login box trying to access the internet.

A: Restart the computer.

Q: I shutdown last night, but it still says "Saving settings" or "Closing Network Connections."

A: Press and hold the power button until the computer turns off. It may take 5-10 seconds.