FISD Trouble Shooting Technology Guide

Issue	Description	Solution	Last Resort
Pre-Check (week prior)	Make sure the computers have a working mouse, keyboard with ALL keys, active monitor and working headphones.	If the mouse, keyboard, or monitor are not in working condition, put in a help ticket listing all of the computer issues. The headphones are not replaced by IT	If you are checking the day of the test and have these issues, have your principal call Dr. Williams to report the issues.
Logging on	When a student first logs on to a specific computer, it will take Windows a few minutes to build the student's profile	Assign a student a specific computer and have them log on a day or two before testing	
	Student unable to log on to a computer	Make sure the student is using correct username and password. Prank: students place a space in the username/password field. Highlight everything in the box, delete, and try again.	Testing credentials might be bad. Have your principal contact Dr. Williams for advice.
No Audio	No sound from headphones	Make sure the headphones are plugged into the correct port on the front( ) or back(green port)	
	Still no sound from headphones	Unplug and insert the headphone jack. Select **Headphones** from pop up menu	
	Still no sound from headphones	Headphones might be bad. Move student to another computer	IT department doesn't replace headphones.
Keyboard	Missing keys	Place help request for replacements. List total number of keyboards needed	
	Not typing	Make sure the keyboard is plugged in (Common prank by students) If so, unplug and insert USB plug of the keyboard.	If this doesn't work, move student to an open computer and put in a help request.
Mouse	Not moving cursor	Look at bottom of mouse. Common prank is to tape paper over laser sensor. Look for paper or debris in the laser opening	
	Not moving cursor	Look at bottom of mouse. Is there a red light? If not, make sure mouse if plugged into the computer.	If it is still not working, move student to a working computer and put in a help request.

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Monitor	Not turning on.	Make sure the power cable is connected on both ends: wall and back of monitor. If so, push the cable end at the monitor up more. Sometimes it works loose or a student pulls it out a little bit (prank).	Move student to an open computer. Put in help request.
	Turns on but can't display desktop.	Make sure both cable ends are plugged in properly. Students will unscrew one end as a prank. Be sure the end is correctly aligned with the computer/monitor interface.	Move student to an open computer. Put in a help request.
	Screen is upside down or sideways	Another student prank. Press Ctrl and Alt keys together, then press the up arrow (↑). This should resolve the issue	
	Colors of background or surrounding parts of browser is black or other odd color combination	May not be a prank, but students change the High Contrast settings. Click the search icon in bottom right. Search for High Contrast Settings. At the top is Themes. Change it to None. Alternatively, if a student prefers those settings for testing, you can make the change, only turn it off when finished.	
Windows Update	Student logs in and Windows restarts for updates.	Turn on computers for two days (all day) before testing. Have your principal call Dr. Williams for advice.	
Network Connection	No network connection (ie internet is not working)	At desktop screen, make sure this symbol does not have a yellow cone or red X over it:	
		If there is a yellow cone, make sure the network cable is connected at both ends (wall and computer). There is only one place on back of computer	Move student to an open computer that works. Put a note on non-functional computer. Put in help request.
	Multiple computers in lab with no network connection.	If all cables are connected, elevate this issue. Have your principal call Dr. Williams for advice.	