

TECH TIPS

CHROMEBOOK HARDWARE TROUBLE SHOOTING GUIDE

MY COMPUTER IS
FROZEN.
WHAT SHOULD I DO?

- PRESS AND HOLD THE POWER BUTTON
- WAIT UNTIL THE SCREEN TURNS DARK
- WAIT 15 SECONDS AND TRY AGAIN

MY COMPUTER SOUND
ISN'T WORKING
WHAT SHOULD I DO?

- GO TO THE START MENU
- PRESS RESTART

MY COMPUTER CAMRA
AND MIC AREN'T
WORKING
WHAT SHOULD I DO?

- NOTIFY YOUR TEACHER
- CONTACT THE IT HELPDESK
706.826.1103
SELECT OPTION 5

MY COMPUTER IS
OVERHEATING
WHAT SHOULD I DO?

- ENSURE PROPER VENTILATION
- PLACE THE COMPUTER ON A HARD SURFACE

TECH TIPS

CHROMEBOOK SOFTWARE TROUBLE SHOOTING GUIDE

MY BROWSER
(GOOGLE CHROME)
ISN'T RESPONDING

WHAT SHOULD I DO?

- GO TO THE START MENU
- PRESS RESTART
- **ALWAYS** USE GOOGLE CHROME

MY MICROSOFT TEAMS
APP ISN'T RESPONDING

WHAT SHOULD I DO?

- CLOSE THE PROGRAM
- LOG ON USING THE WEB VERSION IN YOUR LAUNCHPAD
- OR GO DIRECTLY TO THE MICROSOFT SITE

<https://portal.office.com>

MY CANVAS APP ISN'T
RESPONDING

WHAT SHOULD I DO?

- CLOSE ALL BROWSER TABS
- REOPEN THE PROGRAM BY LOGGING IN THROUGH LAUNCHPAD
- OR GO DIRECTLY TO THE CANVAS SITE

<https://rcboe.instructure.com>

TEAMS OR ZOOM IS
KICKING ME OUT

WHAT SHOULD I DO?

- CLOSE ALL BROWSER TABS
- REOPEN ZOOM IN THE GOOGLE CHROME BROWSER
- REOPEN TEAMS BY LOGGING IN THROUGH LAUNCHPAD
- OR GO DIRECTLY THE MICROSOFT SITE

<https://portal.office.com>

TECH TIPS

APPLE PRODUCT TROUBLE SHOOTING GUIDE

MY IPAD ISN'T
RESPONDING
WHAT SHOULD I DO?

- HARD RESTART THE DEVICE
- PRESS AND HOLD THE POWER BUTTON UNTIL THE SCREEN TURNS BLACK AND THE APPLE LOGO APPEARS

MY APPS AREN'T
RESPONDING
WHAT SHOULD I DO?

- DOUBLE TAP THE HOME BUTTON
- SWIPE UP ON EACH APP UNTIL ALL APPS ARE CLOSED
- REOPEN THE APP

ZOOM IS KICKING ME
OUT
WHAT SHOULD I DO?

- CLOSE ALL BROWSER TABS
- CLICK THE DOUBLE BOX IN THE BOTTOM RIGHT CORNER
- SWIPE LEFT UNTIL ALL BROWSER TABS ARE CLOSED
- CLICK THE PLUS BUTTON AND TRY TO LOG IN AGAIN

I HAVE TRIED ALL THE
TIPS AND ITS STILL NOT
WORKING
WHAT SHOULD I DO?

- CONTACT YOUR TEACHER TO INFORM THEM
- CONTACT IT HELPDESK
706.826.1103
SELECT OPTION 5