



## Troubleshooting the Top 5 District Laptop Issues

1. I can't sign into my laptop. It says invalid username/ password.
  - a. Before you sign into your laptop for the first time, you must connect to WIFI. You can connect to WIFI by clicking this button and selecting your network from the list.



- b. Once you have connected to your WIFI, be sure to enter your entire email address, including @bufsd.org at the end, and then enter your password. All letters should be lower case.
2. My touchpad/ mouse is not working.
  - a. If you have a Lenovo laptop, press the F6 Key.

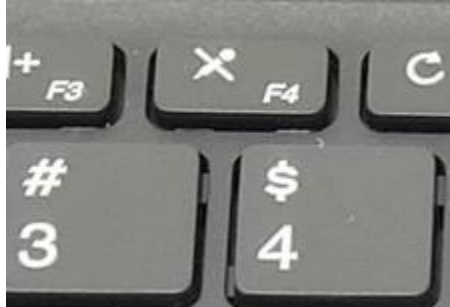


- b. If you have an Acer laptop, press the F8 key.



3. My sound is not working. When I'm in a Teams meeting, my teacher can't hear me and/ or I can't hear them.

- a. Be sure to choose "Computer Audio" when joining your Teams Meeting. If you have a Lenovo laptop, you can also press the F4 key to turn on your microphone.



4. My Lenovo camera is not working. When I try to turn it on, it looks like this:



- a. Press the F8 key. This will re enable your camera. If the hotkey doesn't turn your camera on, you can call the IT Hotline.



5. My laptop won't turn on and/or won't charge.

- a. Check to see if a light comes on next to your charger when you plug your charger in. If not, try different outlets and be sure the outlets are working.

**If none of these solutions work for you, you may call the IT Hotline between the Hours of 7:00AM – 4:00PM.**