

LAPTOP TROUBLESHOOTING TIPS

Please follow the guidelines below to protect your laptop at all times and avoid damage. Inform your parents if there is a problem so they can assist you with troubleshooting the problem first before contacting the IT department. In some instances, we are finding that there are no significant problems with laptops that are submitted for repair. Reducing the number of tickets submitted to the help desk will allow us to improve our response time.

- Find a location in your home to set up a workstation that allows the laptop to sit on a flat surface. It's best if you are seated in a chair while in classes to avoid injuries due to bad posture.
- Make sure there is an outlet near your workstation that can be accessed safely to keep your laptop charged during school hours.
- Keep food and drink away from your laptop at all times.
- If you have technical issues during class, notify your teacher so they can assist you in resolving the problem. Many of our teachers are able to resolve laptop issues easily and quickly.
- Complete these troubleshooting steps *before* you submit a ticket to the help desk.
 - Restart your computer. A simple restart can fix most issues.
 - Keep the number of files on your desktop to a minimum. Files stored on the desktop greatly reduces the performance of your laptop.
 - Keep the number of applications open simultaneously to only what you need. While on Teams do not have movies and music streaming applications playing in the background.
 - Do not install games or other applications on your laptop that will hinder the performance of the applications you are required to use for school.
 - Backup files to OneDrive so if you are having issues with your laptop you can continue to work from other devices.
 - If you are having issues with your camera or microphone in Teams there is a button in Self Service called "Reset Camera" that is in the Maintenance category. If you install that and reboot your laptop Teams will re-ask for access to your camera and microphone.
- If your laptop is still not working, submit a ticket at helpdesk@oapb.org. Inform your parents that you are having laptop issues. Most importantly, find another way to get online so you do not miss your classes. You can access Microsoft Teams from your phone or another computer in your home that has internet access. The link is: teams.microsoft.com.
- Remember that it is your responsibility to protect the laptop and keep it in good working condition. Damage done to the laptop while in your possession will be repaired at the student/parent's expense. Click [HERE](#) for more information on our computer and technology systems usage policy.