



# Alcott Tech Troubleshooting

## 24/7 Help Desk

Family Technology Access  
Support: (425) 936-1322

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# Quick Tips

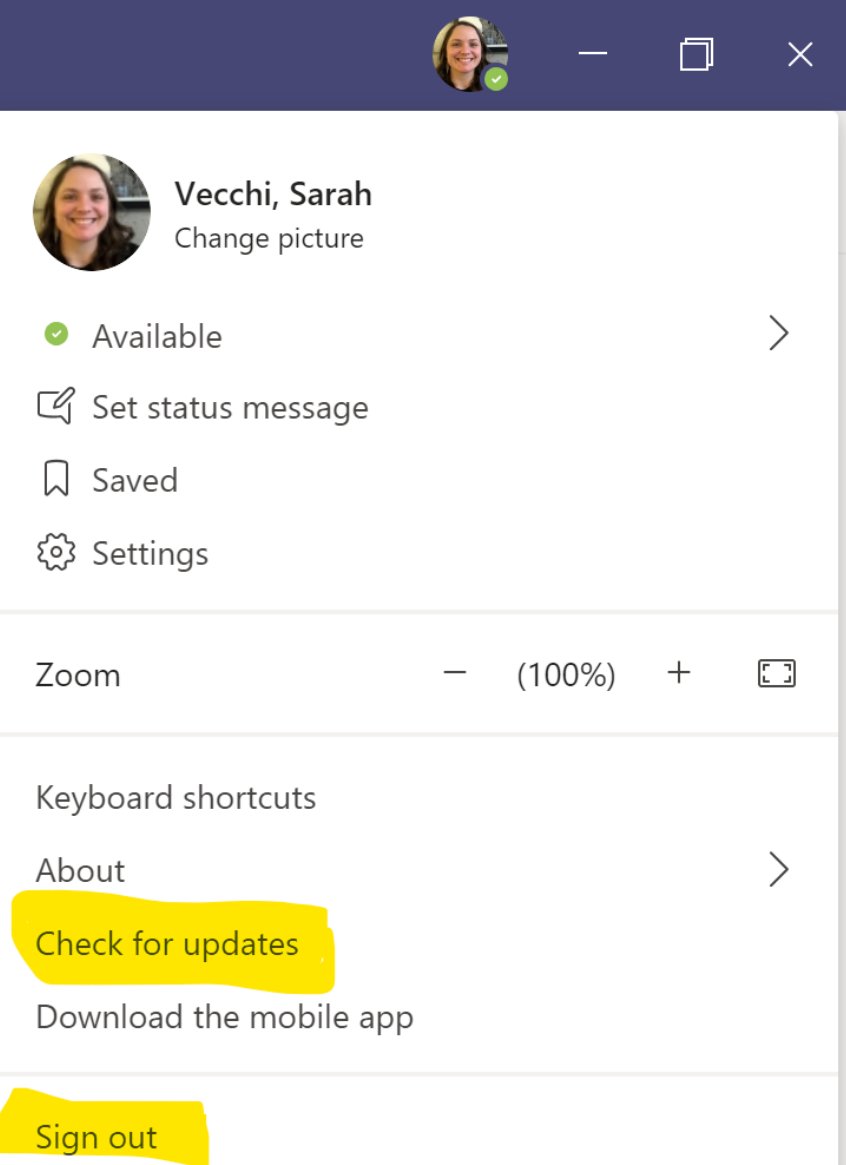
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- **Restarting the computer two times in a row, logging back into Windows, and then waiting 10 minutes before opening any apps resolves a huge number of problems. Please try this first!**
- If you're having issues connecting to district tools (Teams/EnVision, etc.) see **Online Curriculum/Web Apps** below for DirectAccess troubleshooting.
- Still having issues after following the steps in this document? See the final page for instructions on submitting an **FTAccess ticket**.



# Teams Sound/Video

- Ensure you are using the Teams app, as the web version does not provide full functionality
- Check Teams for updates by clicking on the profile pic and choosing Check for Updates
- Sign out of Teams (click on profile picture and choose Sign Out) and sign back in to ensure updates are installed
- Restart computer twice, login to Windows, and wait 10 mins to open any apps.



The screenshot shows the user profile menu in Microsoft Teams. At the top, there is a dark blue header with a user profile picture, a minus sign, a maximize icon, and a close icon. Below the header, the user's name "Vecchi, Sarah" and "Change picture" are displayed next to a circular profile picture. A list of options follows: "Available" with a green checkmark and a right arrow; "Set status message" with a speech bubble icon; "Saved" with a bookmark icon; and "Settings" with a gear icon. A horizontal separator line is below these options. Below the separator, there is a "Zoom" section with a minus sign, "(100%)", a plus sign, and a zoom icon. Another horizontal separator line is below the zoom section. Below this, there are three more options: "Keyboard shortcuts", "About" with a right arrow, and "Check for updates" which is highlighted in yellow. Below "Check for updates" is the option "Download the mobile app". A final horizontal separator line is below "Download the mobile app". At the bottom, the option "Sign out" is highlighted in yellow.

## Sound & Video Issues cont.

- Under Permissions, check that Media (Camera, mic, speakers) has access.
- Under Devices, click “Make a test call” to ensure devices are configured correctly.
- [Click here for a step-by-step guide.](#)

### Permissions

Get the most out of the apps you add as tabs by allowing them to access your device. Apply the same permissions to all of them, or customize them individually below.

- Media (Camera, microphone, speakers)
- Location
- Notifications
- External links
- MIDI device

### Settings

- General
- Privacy
- Notifications
- Devices**
- Permissions

### Audio devices

PC Mic and Speakers

### Speaker

Speakers (Realtek High Definition Audio(SST))

### Microphone

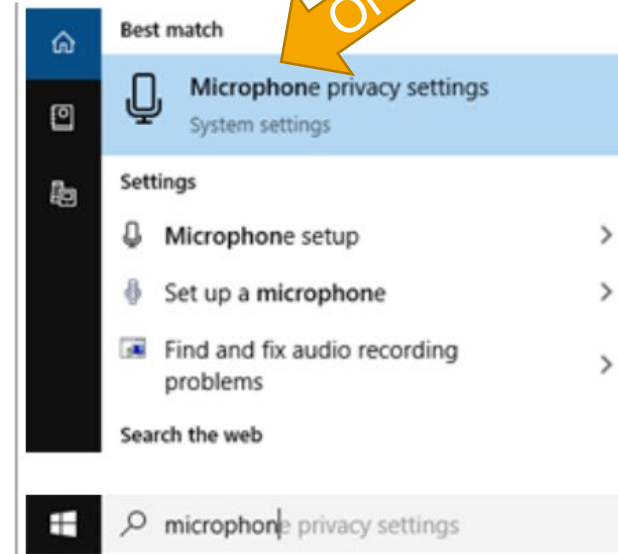
Microphone Array (Realtek High Definition Audio(SST))

**Make a test call**

## Sound & Video Issues cont.

- Check privacy settings in Windows
- If mic/speakers/webcam are still not working, it's probably a hardware issue, so follow directions on the final slide to submit an FTAccess ticket.

In the search bar by the Start Menu, search for: Microphone Privacy Settings



Verify that “Allow Apps to Access” is toggled on.

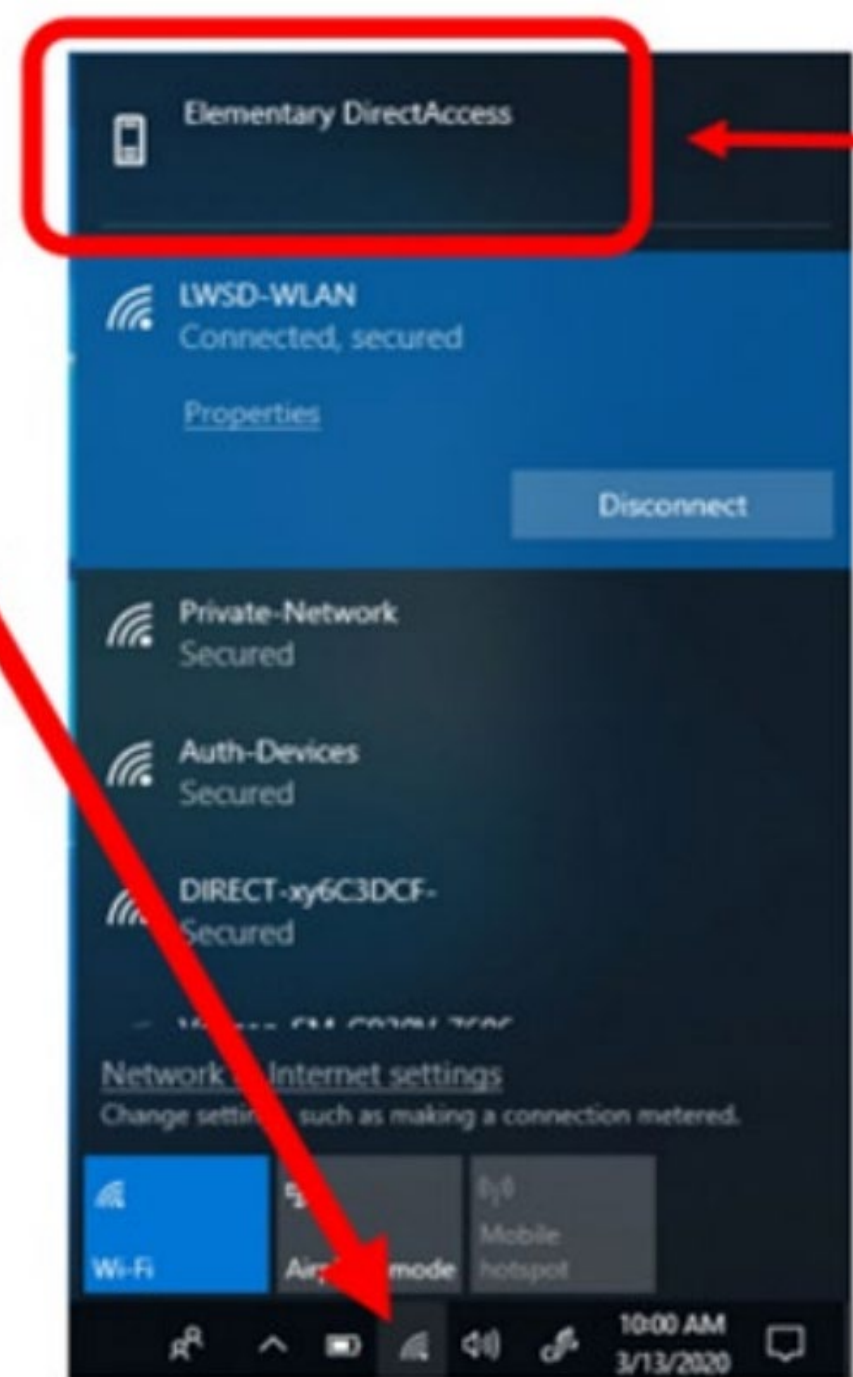
### Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access only blocks apps from accessing your microphone. It does not block Windows.

On

# Online Curriculum/Web Apps

- [Online Curriculum Instructions](#)
- Ensure **DirectAccess** is engaged. It enables student computers to connect remotely and securely to the LWSD network.
  - Click here for a detailed [DirectAccess Troubleshooting Guide](#)
  - [Check Student Laptops for Safe Internet Search & System Updates](#)



# Passwords

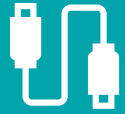
Ensure correct username and password are being used (they are **case sensitive**)

- **Windows-** Username: s-firstinitiallastname (may include more than first initial)
  - Password: 21Stu#xxxxxxx (x's= student's 7-digit student ID #)
    - Student ID can be found in Skyward and is also on their school device
    - Ensure student hasn't changed their password
- **Dreambox-** Password is usually SCHOOLNAME+last four-digits of student ID number (i.e. ALCOTTxxxx)
- **Edotyping-** Password is usually TEACHERLASTNAME+3-digit school building # (i.e. DAVIS153)



# Device Won't Turn On

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Ensure device is **plugged in and charging**



Do a **hard re-boot**

Laptop hard restart: press and hold power button for 20 seconds

Surface Go hard restart: hold down Power and + Volume buttons simultaneously until the login screen comes on



If it still won't turn on, submit an **FTAccess ticket** to request a replacement device, and we will contact you when it is ready to schedule pick up at Alcott (weekdays between 8 AM-4 PM).



# Hardware issues

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**Mic/Speakers:** If you've attempted troubleshooting mic/speakers/camera using the [Teams Audio Troubleshooting guide](#), and they are still not working, please submit an FTAccess ticket.



**Damaged or non-working screen/keyboard/trackpad/charger:** submit an FTAccess ticket to request a replacement device.



If it is determined that a **replacement device** is needed, we will contact you once it is ready for pick up (weekdays from 8 AM-4 PM)

ERROR !!!



# Other Issues

## Desktop icons disappeared:

Device may be in tablet mode → Swipe right to left on the screen and click off "Tablet Mode"

## Error: "No logon servers available"

Error: "Boot device not found" → Submit FTAccess ticket

# Submitting an FTAccess Ticket

- If you still need help **after** attempting the troubleshooting steps above, please email send an email using the format below:
- To: [FTAccess@lwsd.org](mailto:FTAccess@lwsd.org)
- Cc: [svecchi@lwsd.org](mailto:svecchi@lwsd.org) [wmallit@lwsd.org](mailto:wmallit@lwsd.org) [aillustrisimo@lwsd.org](mailto:aillustrisimo@lwsd.org)

To

FA

Family Technology Access



Bcc

Cc



Vecchi, Sarah



Mallit, Wendy



Illustrisimo, Abigale



ALC (Student's first & last name) Device Tag: (last six digits of the LWSO bar code number on the device)--type of problem

Detailed description of the issue with the device (screenshots are very helpful!), along with the troubleshooting steps that have already been tried.

Include your (parent) name and contact information.