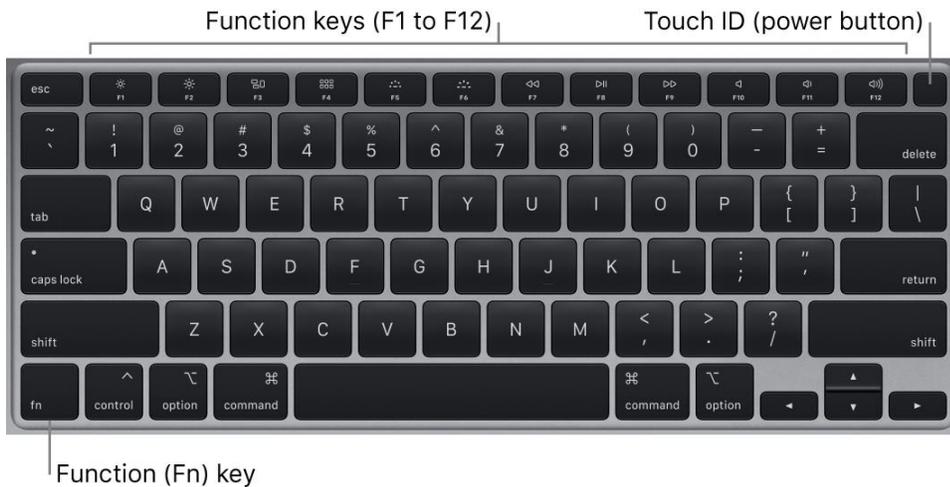




Frequently Asked Questions

For ROCORI MacBook

How to turn on/off my MacBook?



Touch ID (power button): Press to turn on your MacBook Air (or just lift the lid or press any key). When you first start up or restart the computer, you need to log in by typing your password. You can set up Touch ID during setup, or later in the Touch ID pane of [System Preferences](#). After setup and initial login, whenever you're asked for your password, you can just place your finger lightly on the Touch ID sensor to authenticate.

Note: To turn off your MacBook Air, choose Apple menu  > Shut Down. To put your MacBook Air to sleep, choose Apple menu  > Sleep.

How do I charge my Mac?

Charge the battery. Connect your MacBook Air to a power outlet using the included USB-C Charge Cable and 30W USB-C Power Adapter.

You can charge your MacBook Air using either of the Thunderbolt 3 ports on your computer. The battery charges more quickly when the computer is off or in sleep.



Check the battery's charge. Look at the battery status icon at the right of the menu bar to see the battery level or charging status.



Charging



Charged

Conserve battery power. To extend battery life on a given charge, you can reduce the display brightness, close apps, and disconnect peripheral devices you're not using. Click Energy Saver in [System Preferences](#) to change your power settings. If your MacBook Air is in sleep when a device is connected to it, the device's battery may drain.

How to connect the device to your WiFi?

You can use the Wi-Fi menu to quickly connect to a nearby wireless network.



1. Click the Wi-Fi icon ( or ) in the top menu bar on the right.
2. If Wi-Fi is off, choose "Turn Wi-Fi on."
3. Select a nearby Wi-Fi network from the list.

If you don't see your network listed, make sure it's nearby and that others can connect to it. It could also be a ["hidden" network](#). You can connect to a hidden network by choosing "Join other network" and entering the name of the network you're trying to use.

The strength of each nearby network is shown next to its name. More darkened bars indicate a stronger network connection.

Enter your password

Networks that have a lock icon next to their name require a password. After you select your network, enter the network password when you're prompted. If you don't know the network password, check with the owner of the Wi-Fi network you're trying to join.

Use a cellular device as your Wi-Fi connection

Depending on your cellular plan, your iPhone or iPad with cellular can share its Internet connection with your Mac. When your iOS device is [configured properly](#) and is near your Mac, it appears in the Wi-Fi menu as an available connection.



When you select a cellular device as your Internet connection, the menu icon changes to indicate your Mac is currently linked to the device ().

Turn Wi-Fi on or off

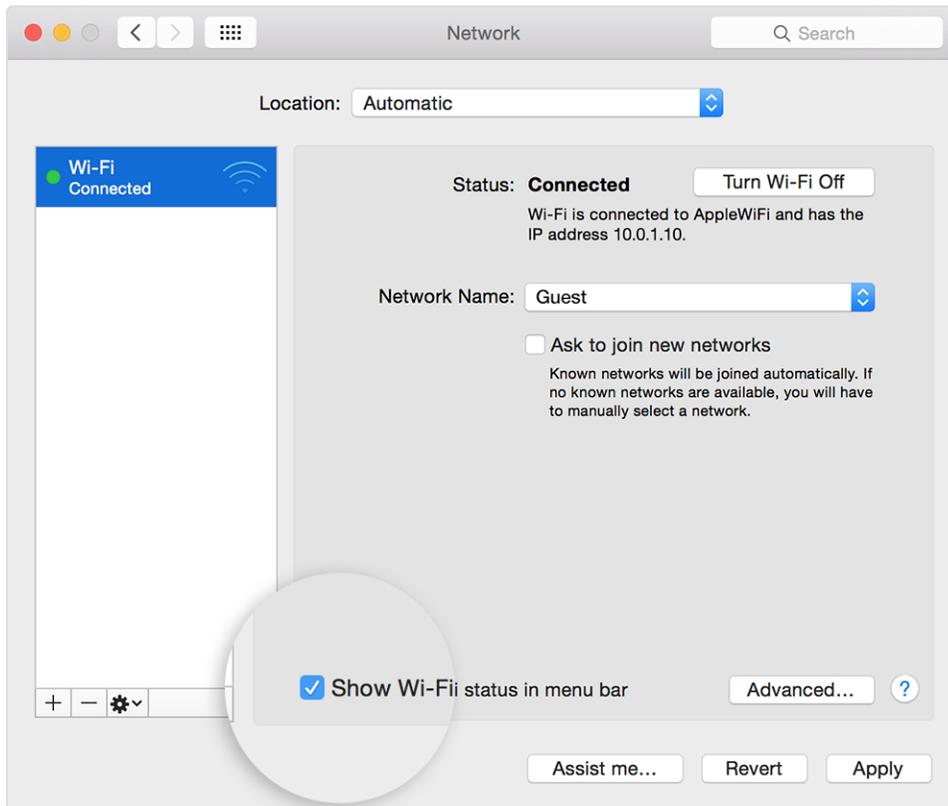
If you're in an environment where Wi-Fi isn't permitted (like on some airline flights) you can quickly turn off Wi-Fi from this menu.

4. Click the Wi-Fi icon in the menu bar.
5. Choose "Turn Wi-Fi off."

When Wi-Fi is turned off, the menu icon changes to an empty indicator (). When you're ready to use Wi-Fi again, click the menu icon and choose "Turn Wi-Fi on." Then connect to the network you want to join if your Mac doesn't join it automatically.

If you don't see the Wi-Fi menu

You can enable and disable the Wi-Fi menu from the Network pane of System Preferences.



6. From the Apple menu, choose System Preferences.
7. Click Network in the System Preferences window.
8. Select Wi-Fi in the list of available network connections.
9. Select (check) the option to "Show Wi-Fi status in menu bar."

How does the trackpad (mouse) function on my Mac?

You can do a lot on your MacBook Air using simple trackpad gestures—scroll through webpages, zoom in on documents, rotate photos, and more. With the Force Touch trackpad, pressure-sensing capabilities add another level of interactivity. The trackpad provides feedback—when you drag or rotate objects, you feel a subtle vibration when they're aligned, allowing you to work with greater precision.

Here are some common gestures:

Gesture	Action
	Click: Press anywhere on the trackpad. Or enable "Tap to click" in Trackpad preferences, and simply tap.
	Force click: Click and then press deeper. You can use force click to look up more information—click a word to see its definition, or an address to see a preview that you can open in Maps.

	Secondary click (that is, right-click): Click with two fingers to open shortcut menus. If “Tap to click” is enabled, tap with two fingers.
	Two-finger scroll: Slide two fingers up or down to scroll.
	Pinch to zoom: Pinch your thumb and finger open or closed to zoom in or out of photos and webpages.
	Swipe to navigate: Swipe left or right with two fingers to flip through webpages, documents, and more—like turning a page in a book.
	Open Launchpad: Quickly open apps in Launchpad. Pinch closed with four or five fingers, then click an app to open it.
	Swipe between apps: To switch from one full-screen app to another, swipe left or right with three or four fingers.

Customize your gestures. In [System Preferences](#), click Trackpad. You can do the following:

- Learn more about each gesture
- Set the click pressure you prefer to use
- Decide whether to use pressure-sensing features
- Customize other trackpad features

Tip: If you find you’re force clicking when you don’t intend to, try adjusting the click pressure to a firmer setting in Trackpad preferences. Or change the “Look up & data detectors” option from the “Force Click with one finger” default setting to “Tap with three fingers.”

What are important keyboard functions on my Mac?

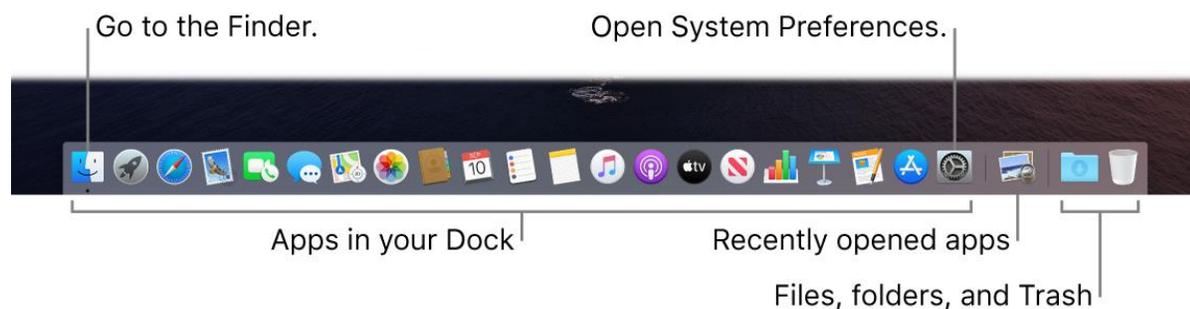
Many system functions can be accessed through the function keys or using the command key.

- *Brightness keys (F1, F2):* Press  or  to decrease or increase the brightness of the screen.
- *Mission Control key (F3):* Press  to view what’s running on your MacBook Air, including all your spaces and open windows.
- *Launchpad key (F4):* Press  to instantly see all the apps on your MacBook Air. Click an app to open it.
- *Keyboard illumination keys (F5, F6):* Press  or  to decrease or increase the brightness of the keyboard.
- *Media keys (F7, F8, F9):* Press  to rewind,  to play or pause, or  to fast-forward a song, movie, or slideshow.
- *Mute key (F10):* Press  to mute the sound from the built-in speakers or 3.5 mm headphone jack.

- *Volume keys (F11, F12):* Press $\fn \downarrow$ or $\fn \uparrow$) to decrease or increase the volume of sound from the built-in speakers or 3.5 mm headphone jack.
- *Function (Fn) key:* Each function key (on the top row) can also perform other functions—for example, the F11 key can hide all open windows and show the desktop. Hold down the Fn key while you press a function key to trigger the action associated with the key.
- *Cutting:* Press command \fn and X to cut the selected item and copy it to the Clipboard.
- *Copying:* Press command \fn and C Copy the selected item to the Clipboard.
- *Pasting:* Press command \fn and V Paste the contents of the Clipboard into the current document or app.
- *Zoom In:* Press command \fn and – to zoom in on your screen
- *Zoom Out:* Press command \fn and + to zoom out on your screen

Additional keyboard shortcuts are available at this [Apple link](#).

How do navigate to programs in my MacBook?



Open an app or file. Click an app icon in the Dock, or click the [Launchpad](#) icon  in the Dock to see all the apps on your Mac, then click the app you want. You can also search for an app using Spotlight $\fn \text{H}$, then open the app directly from your Spotlight search results. Recently opened apps appear in the center section of the Dock.

Add an item to the Dock. Drag the item and drop it where you want it. Place apps in the left section of the Dock, and files or folders in the right section.

Remove an item from the Dock. Drag it out of the Dock. The item isn't removed from your iMac—just from the Dock.

See everything that's open on your Mac. Click the Mission Control icon  in the Dock, or press $\fn \text{F3}$ on your keyboard to view your open windows, desktop spaces, full-screen apps, and more, making it easy to switch between them. See [Use Mission Control on your Mac](#).

Tip: Click Dock in [System Preferences](#) to make the Dock larger or smaller, add or remove items, move it to the left or right side of the screen, and even set it to hide when you're not using it.

How do I access my Office 365 app?

The majority of your Office 365 applications can be found in your dock at the bottom of your MacBook Screen. If you do not see the application, you are looking for you can use the Launchpad  to look for it.

To open the application, click on the icon with your mouse and wait for it to open



 **Teams-** Purple icon with the T and people

 **PowerPoint-** Orange icon with the P and circle

 **Word-** Blue icon with the W and square

 **Excel-** Green icon with the X and square

For your OneDrive or Email you will need to go through another area on your MacBook.

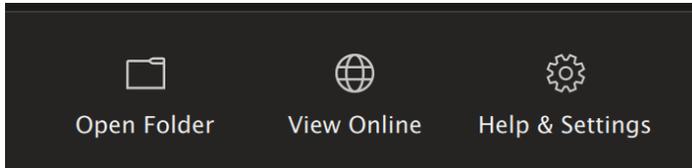
OneDrive



At the top right corner of your MacBook screen you will see a little cloud icon . If you click on this, you will be able to access content in your OneDrive.

It will open and show you the recent documents you were working on along with the options to open your folder, view online or help and settings.

Depending on your preference you can open it online or in the folder.



Outlook Email

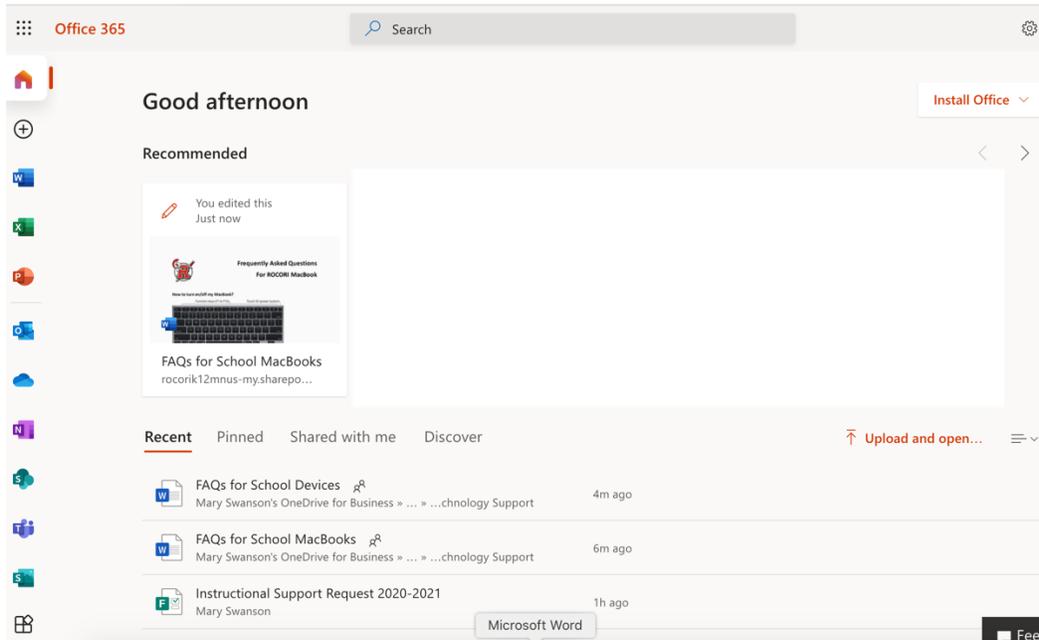
1. To access your school email, you need to start by opening a browser, we prefer Edge 
2. Click on the web browser in your dock at the bottom of your Macbook.
3. Then go to the ROCORI home page-> www.rocori.k12.mn.us, if not defaulted.
4. Next, click on student on toolbar at the top.
5. A drop-down menu appears and click on Office 365 Login



6. Then, either it will connect you with your Microsoft Account or prompt you to enter your account information.

Remember, your username name is your Microsoft emails- ____@rocori.k12.mn.us and your password is the same one you use to get on the computer.

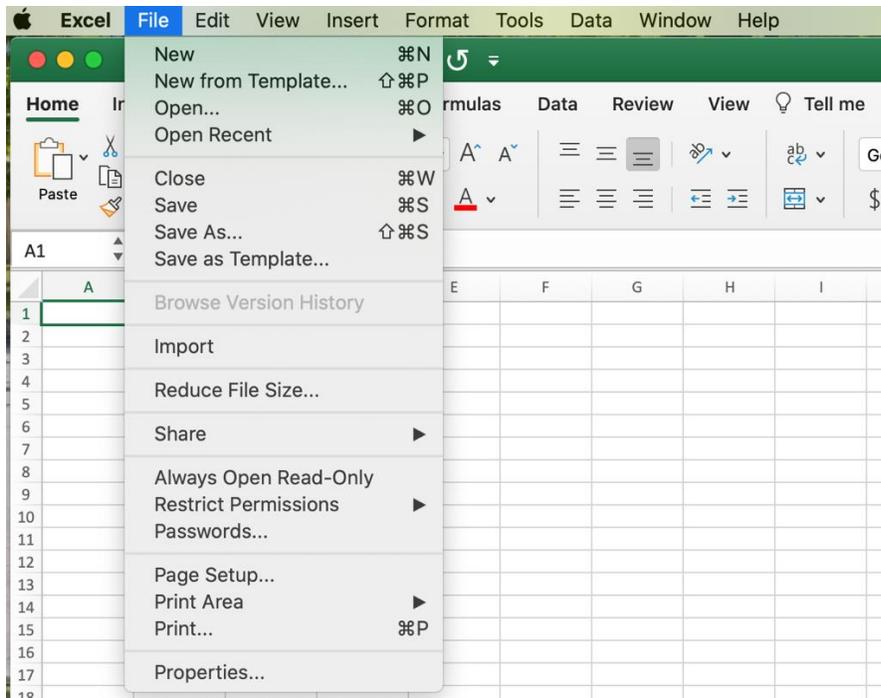
Your final screen should appear similar to the one below.



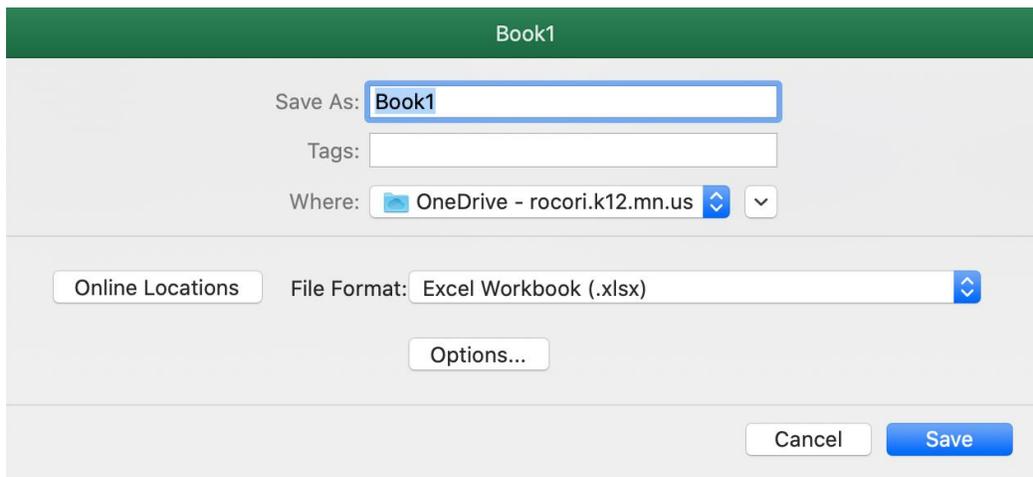
7. Finally, click on the Outlook icon  on the left side of your screen to access your email.

How do I save to my Microsoft OneDrive?

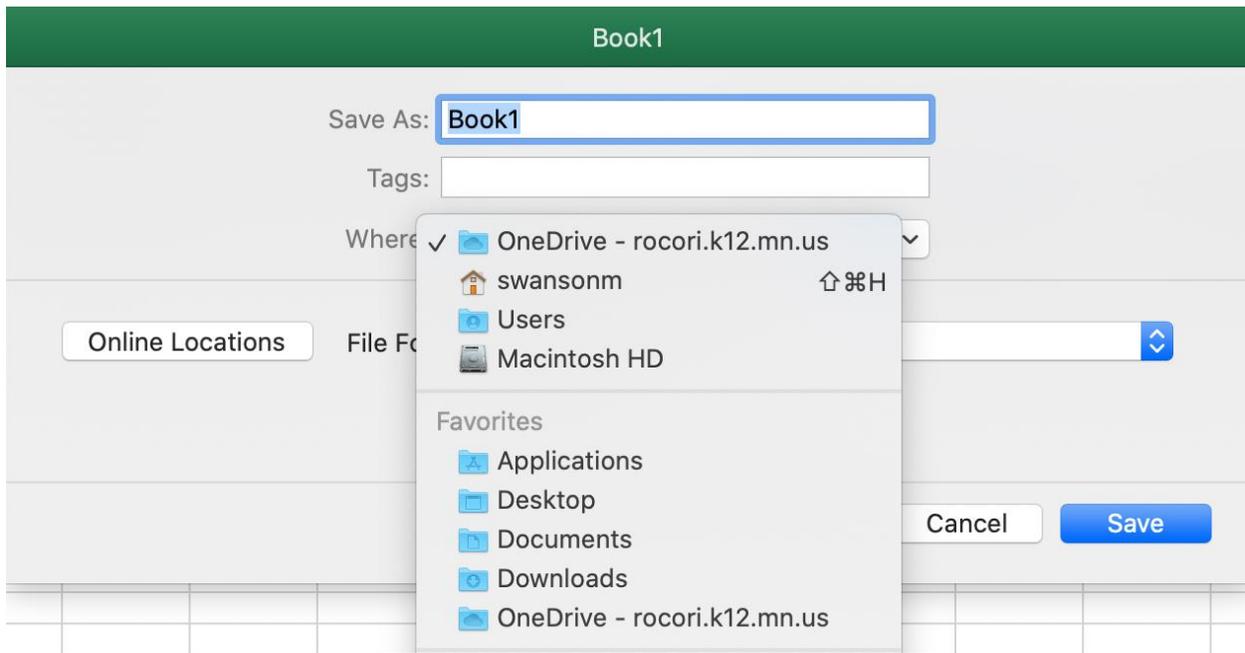
1. To save directly to your OneDrive from your MacBook you can either click on the save or save as icon  located at the top of the document you are working on or click on file on the top bar on your MacBook screen.



2. After clicking on save or save as you may be prompted to save it to a specific spot.



3. Your screen would look similar to the one below. You would select where and choose OneDrive.



4. After selecting where be sure to title your document.
5. Finally, click save.

If these options are not available, please ask for tech support to connect your OneDrive account.

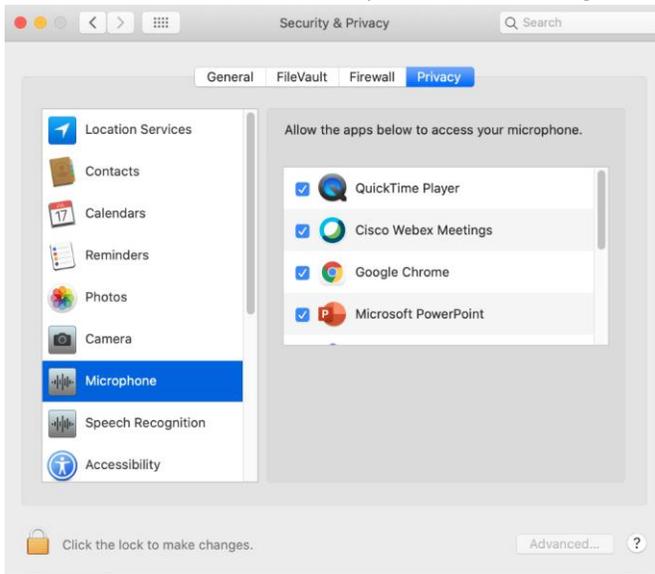
My mic or camera is not working, how to I turn them on?

1. Click the Apple menu, Apple icon .
2. Then, go to System Preferences > Click Security & Privacy > Privacy tab.

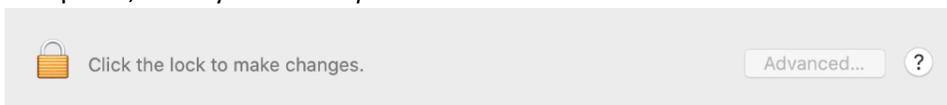


3. Select Microphone or Camera depending on which one you need to adjust on the left side->Click the box in front of the program need so a check mark appears.

4. A notification window will ask you to restart it. Agree.



5. Click the lock icon to make changes by unlocking the lock.
6. If required, enter your *admin password*.



7. Finally, click the lock to relock to keep the settings in place.
8. Then, try again and see if the issue persists.
9. A computer restart might be required.

I still need support and don't know where to reach out?

Please send an email to techsupport@rocori.k12.mn.us

In the email list the specific item you need support with, the device you are using (if it is a school provided device or a personal device), how you would prefer to be contacted with that information provided.

Or if MacBook related questions use their Apple Education phone support 800-800-2775, option 3

There are also many help options on the MacBook Support site-
<https://support.apple.com/mac/macbook>

Thank you for your patience through distance learning at the ROCORI School District. We look forward to assisting you at our earliest convenience.

-ROCORI Technology Team

Credit for content for this document are from the Apple Support for MacBook-
<https://support.apple.com/mac/macbook>