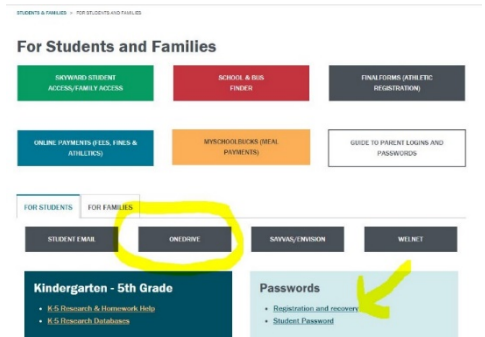


Troubleshooting for Student Devices

Troubleshooting wifi:

- Try turning wireless off and then back on or connecting with your home wifi.
- Restart the device
- If it takes a long time to restart (longer than 60 seconds), hold down the power button for 10 seconds, then tap the power button again to turn on.
- Try turning wireless off and then back on or connecting with your home wifi.
- If it still doesn't work submit a helpdesk ticket to ftaccess@lwsd.org Only submit 1 email and have patience.



Can't Change My Password using Ctrl>Alt>Del

- **Open your favorite browser, then go to lwsd.org.** From the students and families drop down menu, select for students and families and then **ONEDRIVE**. You may be asked to log in one more time. You should have access to anything you've stored previously. Use the waffle in the top left to see the applications available to you.
- **Go back to the LWSd students and families page** and select "Registration and recovery" under Passwords.
- Follow the prompts carefully. There are directions on the LWSd recovery page. Once you have registered and are in the portal you will need to **reset your password**. Select "Organizations," then choose "Password" to reset. Your old password is what you used to log in today.
- New password must be 10 characters, include 1 capital, 1 lowercase, 1 number and 1 special character. It won't let you use your name or sequential digits like ABCDE or ASDFG
- Take a picture of your password so you don't forget it!
- Restart your device after a password change.

TEAMS and ONE DRIVE

- TEAMS will take 20 minutes to 30 minutes to show up on your device. You may have to log in and out and do restarts before you'll see it on your device. If it works first time, log out anyway and restart. This will force TEAM updates to your device.
- Launch OneDrive, it may not show up on your device for 10-15 minutes.
 - Enter your email address and click "Sign In", then "Next", then follow the prompts to sync your OneDrive.
 - This may several minutes to an hour to sync.

Forgot Your Skyward Password

- Click on the forgot your login password link
- Follow the prompts, Skyward will send you a reset password link in your email it could take 20 minutes to 24 hours.
- Copy and Paste your Login ID into the window box, sometimes there are space characters that you might miss especially if your name is short.
- Write down or take a photo of your skyward password for future reference.
- You do not need to restart your device after this password change.

