

Student Laptop Troubleshooting

Windows Sign-in

- Connect or reconnect to DSD-Micro WiFi
- Use full email address to login
- Erase username and type again (check for spaces before and after username)



Websites

- Make sure you are using the correct resource (Link from school website, not Google)
- Make sure you are using the correct login information for that site
- Use a different web browser (Edge, Chrome, Firefox)



General Troubleshooting Steps

- 1) Point and wait for tooltips
- 2) Right click for options
- 3) Restart the app
- 4) Restart the device
- 5) Ask three students for help (do not share login information)
- 6) Ask teacher for assistance
- 7) Google it
- 8) Visit the library clinic (bring charger)



Battery Issues

- Charger connected at both ends and in the middle
- Dim screen a bit
- Schoolwork before games

