Mac Tech Tips

Tips to help you troubleshoot the most common computer problems

CYHS ITEAM
TECH SUPPORT TEAM

Did You Restart?

- Click Apple at top left of display and select Shut Down
  OR
- Press and hold power button until computer turns off
- Press power button to turn on

Are you sure you want to restart your computer now?
If you do nothing, the computer will restart automatically in 52 seconds.
☐ Reopen windows when logging back in
Cancel | Restart
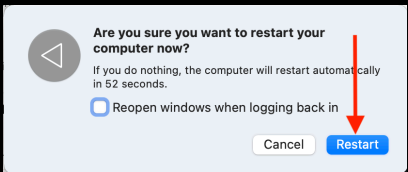
Backup Options
* Copy to Google Drive often
* iCloud Backup

Documents
* Name immediately
* Save often

Won't turn on?
- SMC Reset
- Check Battery

SMC Reset
- Press Shift-Control-Option-Power at the same time
- Hold for 10 seconds, then release
- Power cable light will change from amber to green and back
- Press power button to turn on Mac

SMC Reset - for Intel Macs Only

Check Battery Condition

macOS Big Sur or later
System Preferences > Battery > Battery Health

macOS Catalina or Earlier
Hold Option key & click Battery icon in menu bar
Condition: Normal
Battery Is Charged
Power Source: Power Adapter
Using Significant Energy
Google Chrome
✓ Show Percentage
Open Energy Saver Preferences...

Keyboard Shortcuts

Undo
Cmd + Z

Cut
Cmd + X

Copy
Cmd + C

Paste
Cmd + V

Quit
Cmd + Q

Select All
Cmd + A

Find
Cmd + F

New
Cmd + N

Don't pick up by the display!
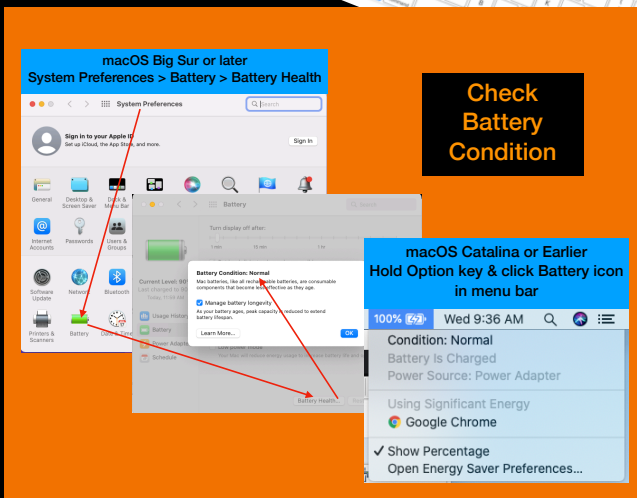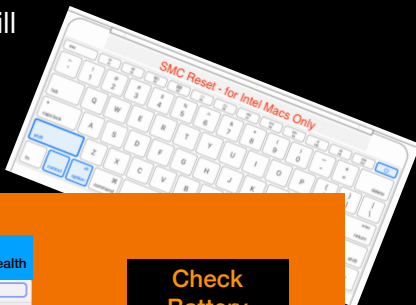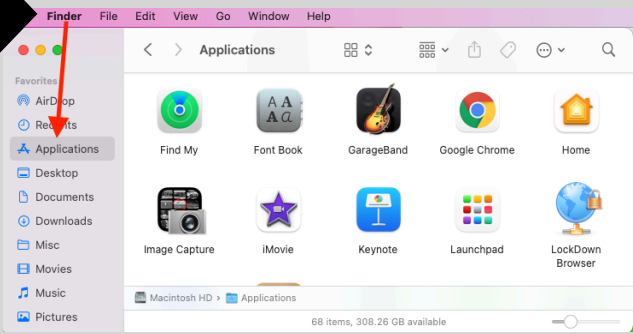Shut down before placing in backpack
Take good care Of your CYSD MacBook Air

Find Applications on your Computer

Finder File Edit View Go Window Help
Applications
Favorites
AirDrop
Recents
Applications
Desktop
Documents
Downloads
Misc
Movies
Music
Pictures

Find My | Font Book | GarageBand | Google Chrome | Home
Image Capture | iMovie | Keynote | Launchpad | LockDown Browser

Macintosh HD > Applications
68 items, 308.26 GB available

Drag icon to dock to create a shortcut

WiFi Problems?
✦ Turn WiFi Off and back On
✦ Restart computer
✦ Check if others have trouble
✦ Report to Tech Office

Repairs
✦ Lost, Damaged Computer?
✦ See tech office
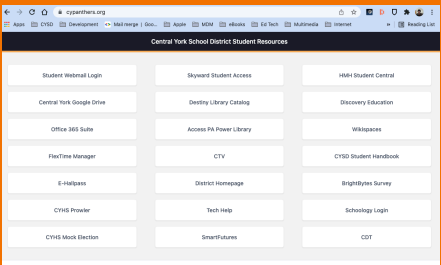✦ Device Protection Plan: $60/year or one incident free/year if you have F/R lunch

Chargers

Lost, Damaged Charger?
See main office staff to pay and get receipt
$50 or one free/year if you have F/R lunch
Bring receipt to tech office in Hub to exchange for new

Application Troubleshooting
* Quit app and restart
* Cmd-Opt-Esc to Force Quit
* Restart computer
* Is App up to date?
* Chrome:
  Clear cache
  Remove unnecessary extensions
  No VPNs allowed!
* Schoology
  Use link on cypanthers.org
  Login with username, not email
  Cookies should be allowed
  Google Docs don't work - try disconnecting from Schoology

CYSD Student Resources

Central York School District Student Resources

Student Webmail Login | Skyward Student Access | HMH Student Central
Central York Google Drive | Destiny Library Catalog | Discovery Education
Office 365 Suite | Access Pt Power Library | Wikispaces
FlexTime Manager | CTV | CYSD Student Handbook
E-Hallpass | District Homepage | BrightBytes Survey
CYHS Prowler | Tech Help | Schoology Login
CYHS Mock Election | SmartFutures | ODT

https://www.cypanthers.org

SPILLS?
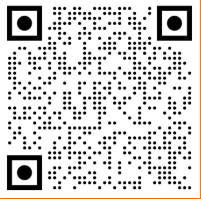***Keep food and drinks way from your devices.***
In case of spills, please follow these steps:
- Immediately turn off the laptop, unplug, leave off
- Wipe up any visible liquid
- Do not turn it on or plug in the device
- At home, dry out - Put upside-down like tent near fan
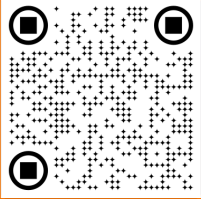- Do NOT put in rice

Bring to the tech office as soon as possible

CYHS Tech Tips | TechFAQ Wakelet | CYHS iTeam | Knowledge Base | TechFAQ Doc | Laptop Handbook