

General Computer Issues

Your computer won't turn on?

Check to make sure all plugs are secure. If it is plugged into a surge protector, make sure it is on. Try plugging it directly into the wall socket if the surge protector is on but the computer still will not turn on.

You can't log into your computer or you cannot access the internet?

Check to make sure the blue Ethernet cable is connected to computer and plugged in wall jack. Try typing in a different webpage in the address bar.

Password is expired or you can't log in?

Call Melinda Houk 270-773-2530

How do you change your password?

Press Control, Alt, and Delete (on your keyboard while logged into computer in the district) then left click on change password.

Icons are missing?

Right click on desktop and left click on REFRESH.

Can teachers install software?

Teachers have administrative rights on the computers at their school so that they may install print drivers, smart equipment software, and approved software. If a teacher is not able to install software, perhaps the admin rights are not being applied to the workstation. Please submit a work order

Can you take your computer with you if you are being moved to a different classroom?

Please save your files to a removable drive and copy those files to the computer in the room where you are moving. We try to maintain standardization in each classroom, so moving the computer itself causes more issues than copying files.

Should you share your password with the substitute teacher so he / she can access online content for instruction?

NEVER share your passwords. Doing so shares your identity. Please make it a practice to either shut down your computer or LOG OFF at the end of the day.

Where can I find updates for my Office products?

The District owns licenses for updated Office products. New computers will have the latest Office installed; however, if your computer needs the latest version, please contact the technology department or submit a work order.

Email Issues

How do I access my email for outside the district?

You can access your school email by going to our home page www.caverna.kyschools.us and look at the links across the top of the webpage. Click on email.

What if your email is not working?

First try resetting your password. Hit CTRL-ALT-Delete and click the CHANGE PASSWORD button. Make sure your password meets our password complexity rule of at least six characters and three of the following: upper case, lower case, numeral, or symbol. Then log back into your computer. After about 10 minutes, try your email. If it is still not working, contact the technology department and / or submit a workorder.

You can only see a blank white page when you try to log into my email from home?

If you are using Internet Explorer ver. 9, click on torn piece of paper in the address bar.