

PCMS STUDENT LAPTOP SUPPORT CHART 2022-2023

SOMETHING IS WRONG WITH MY LAPTOP!

I CAN TURN ON my laptop.

I CANNOT TURN ON my laptop

I LOST my laptop (or it was stolen). I don't know where it is at all.

I CANNOT LOGIN to the laptop.

I CAN LOGIN to the laptop.

I CANNOT get into **CANVAS** or **MICROSOFT** or **CLASSLINK** or something else for school.

My laptop is really **SLOW**.

I CANNOT get onto **WIFI** at **SCHOOL**

I CANNOT get onto **WIFI** **OUTSIDE** **SCHOOL**.

Plug it in to the charger. Let it charge for 30 minutes. Then try to turn it on again.

My laptop is **PHYSICALLY BROKEN** so it does not turn in.

Make sure you **RESTART WEEKLY**, and **FULL SHUT DOWN DAILY**.

RESTART & ASK AN ADULT.

It still does not turn on. Find someone with the same charging cable. **Try to charge with their cable..**

TELL A TEACHER that your **LOGIN ISN'T WORKING**. **SPECIFY WHAT LOGIN IS NOT WORKING.** If you are not at school, Send a Canvas message to your period 1 teacher to tell them.

RESTART

That worked! **TELL A TEACHER** your **CHARGING CABLE** isn't working.

That didn't work.

That didn't work

TELL A TEACHER. If you are not at school, Send a Canvas message to your period 1 teacher to tell them. Make sure to share that you went through the Tech Chart.