

# HAVE YOU TRIED?

Use this checklist to help your students with most computer problems.

## DO THIS 1<sup>ST</sup> - RESTART THE DEVICE

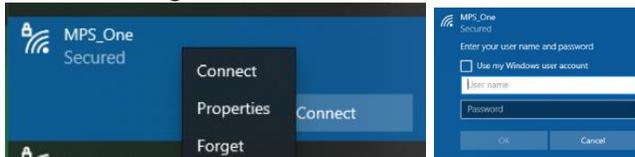
- The button on the side of the laptop does NOT restart the device.
- Click on the  button on the bottom left of the screen.
- Click on the  button and then  Restart.
  - This fixes most common problems such as: running slow, not loading websites, cannot connect to wifi, programs won't open.
  - Restart the computer at least once a week or anytime the computer is: running slow, feels hot, after a software update.



## CONNECT TO WIFI

- If you see this symbol at the bottom of the screen  you are not connected to the WiFi.  
 icon.

- Click on the globe icon and Click on MPS One. Right Click in the blue area and click "Forget"



- Try to connect again and use the "Use my Windows user account" check box to sign in.
- If you have forgotten your password, follow the instructions below

## RESET YOUR PASSWORD

- If you have forgotten your password:
  - In Person – Attend Open Office Hours of Site-Tech
  - At Home – Call 735-4023 Option 2

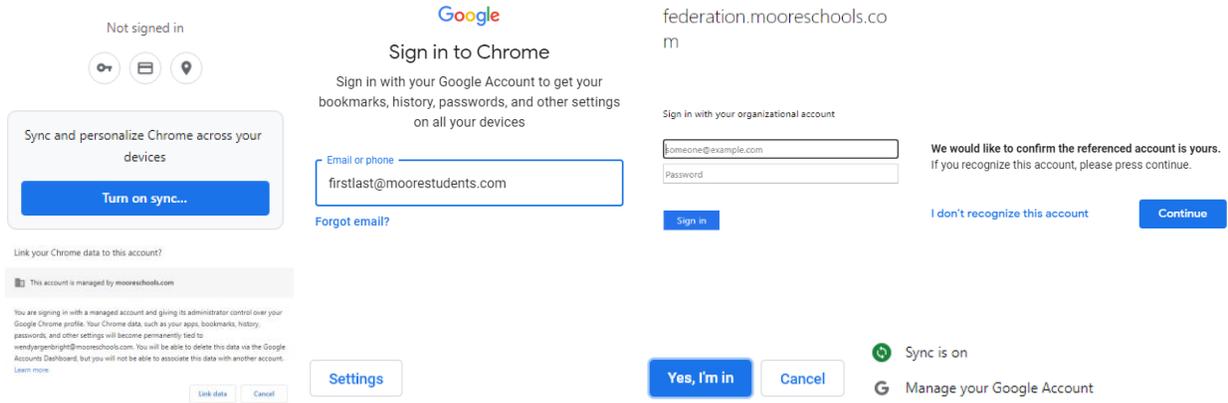
## NUMBERS TYPING INSTEAD OF LETTERS

- The devices have a number lock feature.
- If the letters JKL type the numbers 123, you need to turn off Number Lock
- Press  and 
- It may be necessary to turn off the Function Lock  and 



## MAKE SURE YOU ARE SIGNED INTO CHROME

- Google Chrome is the preferred browser for MPS. (including MAC products like iPads and MacBooks)
- Google Chrome can be downloaded from the google website [www.google.com/chrome/](http://www.google.com/chrome/)
- Click on the  icon on the top right of Google Chrome to turn on sync.
- Sign in with the school account [fistlast@moorestudents.com](mailto:fistlast@moorestudents.com) and your school password.
  - Turn on sync...                      Enter email                      Sign in to Federation
  - Continue                                      Link Data                                      Yes, I'm in
  - Confirm Sync is on by clicking on the circle again.



The screenshot shows the Chrome sync and sign-in process. At the top, it says "Not signed in" with icons for sync, extensions, and location. Below this is a "Sync and personalize Chrome across your devices" section with a "Turn on sync..." button. To the right, the "Sign in to Chrome" screen is shown, with a text input field containing "firstlast@moorestudents.com" and a "Forgot email?" link. Further right is the "Sign in with your organizational account" screen, with a text input field containing "someone@example.com" and a "Password" field. Below these is a "Sign in" button. To the right of the password field is a confirmation message: "We would like to confirm the referenced account is yours. If you recognize this account, please press continue." Below this is an "I don't recognize this account" link and a "Continue" button. At the bottom, there is a "Settings" button, a "Link data" button, a "Cancel" button, a "Yes, I'm in" button, and a "Manage your Google Account" link with a "Sync is on" indicator.