

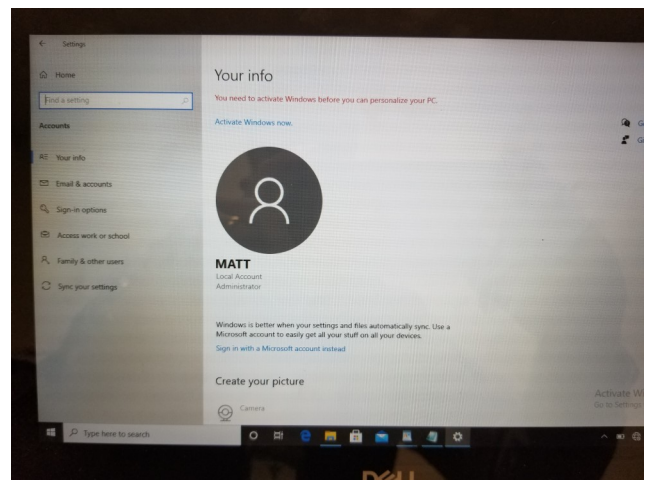
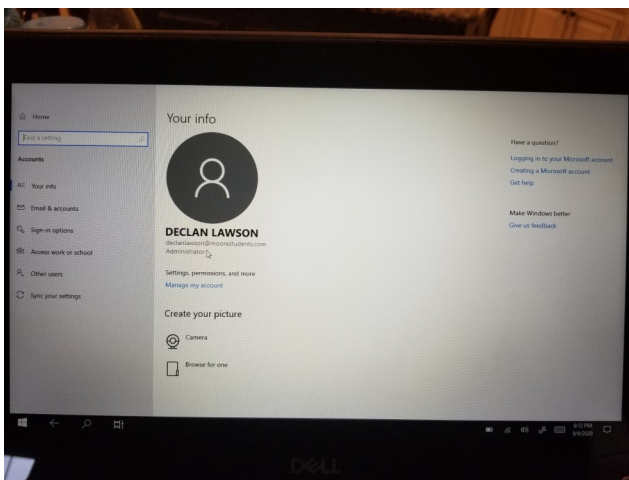
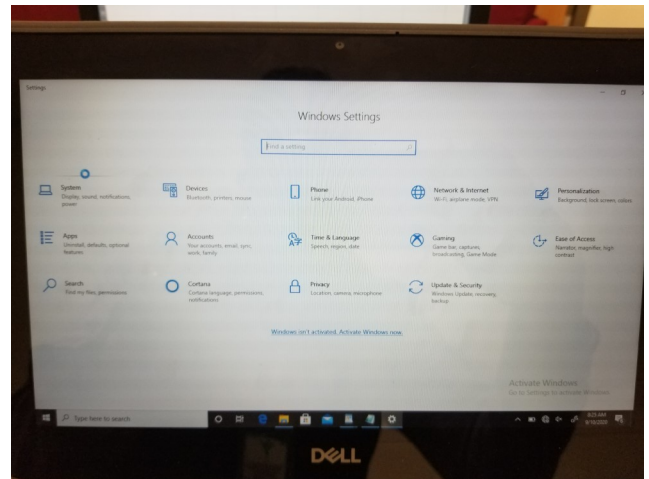
Resetting your MPS Laptop

The following steps will reset your school-issued laptop so that you can redo the steps from the initial setup.

During the initial setup, students were directed to set up their laptops for an Organization. Some students set up their devices for personal use, which does not allow access to certain resources.

To verify whether a device was set as organizational or personal, click the windows icon in the bottom left corner, then click the gear icon to access the Windows Settings screen (pictured to the right). On this screen, click *Accounts*.

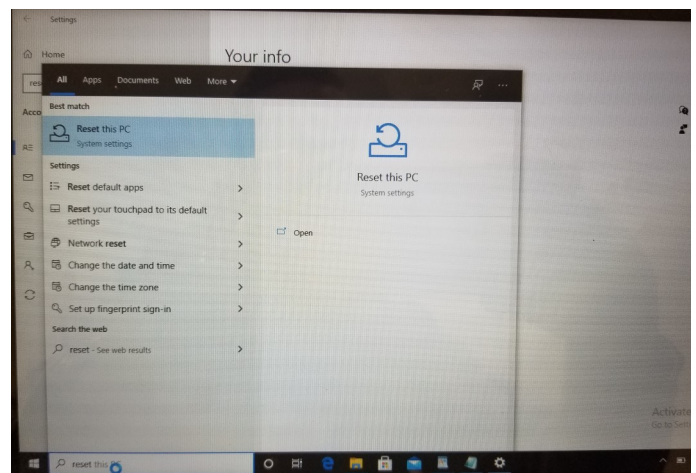
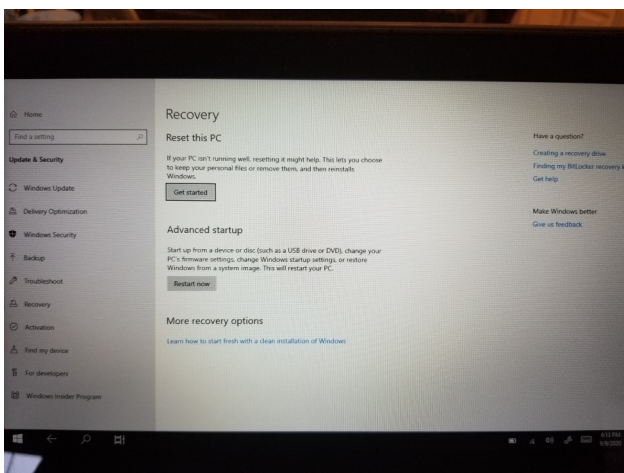
The screens below show a device set up as organizational (left) and personal (right). The organizational device shows the student's first and last name and their MPS email address. The personal device will not show their school email address. If a laptop has been set up as a personal device, it will need to be reset.



To begin the reset process:

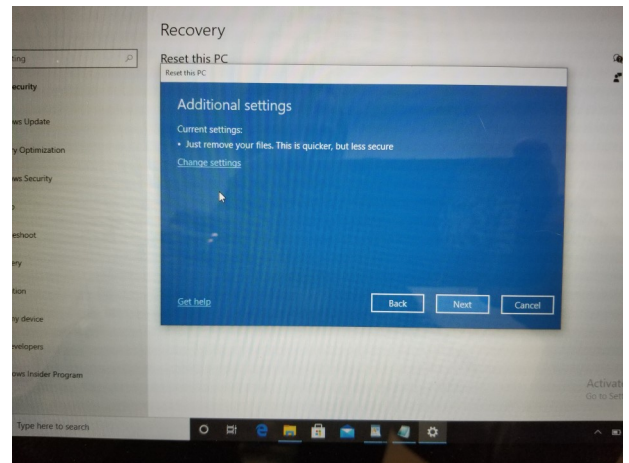
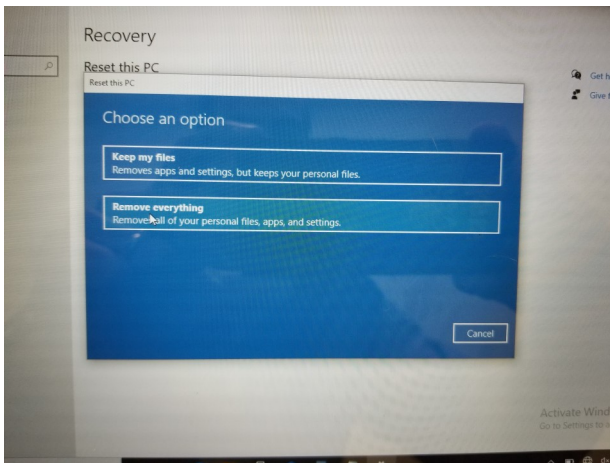
Type *reset* in the white box in the bottom left corner and choose *Reset this PC* (left image).

This will take you to the Recovery screen (right image). Click the *Get started* button.



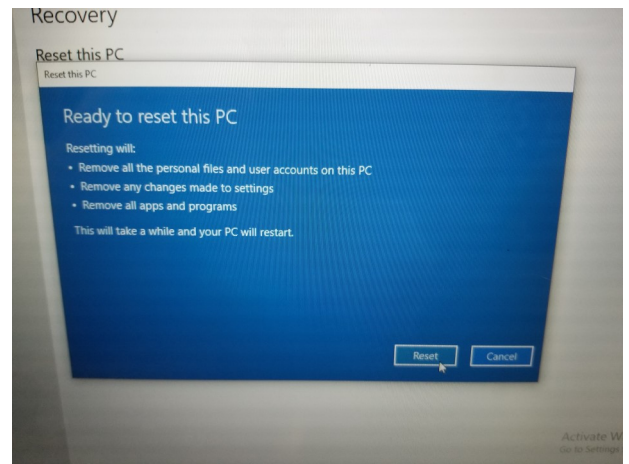
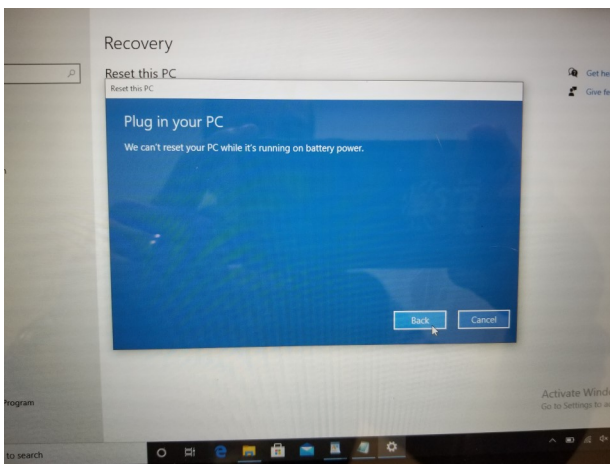
Choose an option—Remove everything

Additional settings—Next

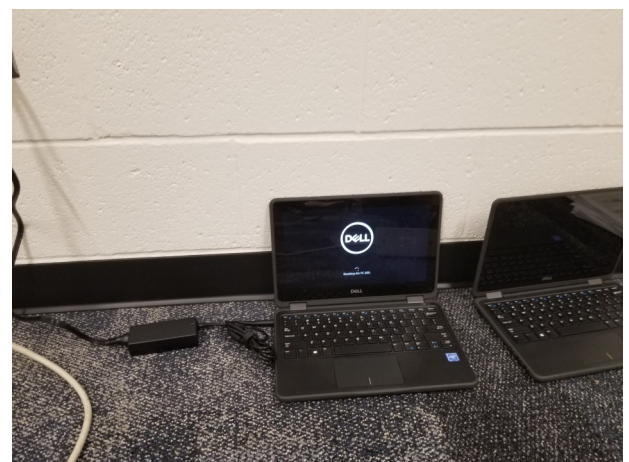
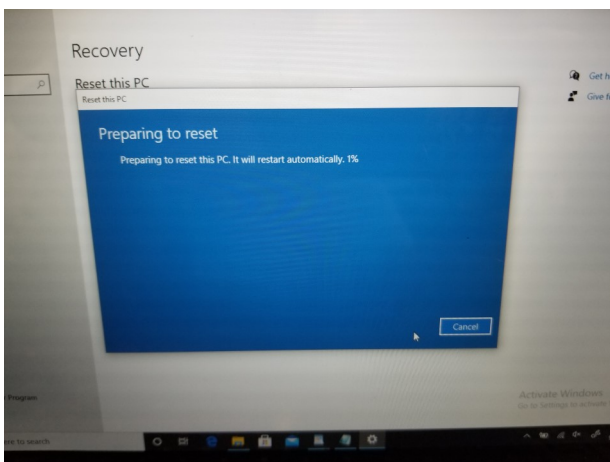


Your laptop must be plugged in to the charger in order to perform the reset process.
You will see a screen reminding you of this if it is not plugged in at this step.

Ready to reset this PC—Reset



There will be a preparing to reset percentage and then a resetting percentage. Here are images of each:



This process will take about 45 minutes to complete.
Once this is complete, use the steps from the Quick Start guide to set up your device correctly.

MPS Student Laptop (Dell Windows 10) Quick Start

9th- 12th Grade Dell 3190

Please make sure the laptop is connected to power (if possible). Power on the device. The power button is the small gray button located on the right side of the device. Press the power button for a couple seconds and release. Below are the setup screens for your device.

1. Let's start with region. Is this right?
 - a. Choose United States and touch/click Yes
2. Is this the right keyboard layout?
 - a. Choose US and touch/click Yes
3. Want to add a second keyboard layout?
 - a. Touch/click Skip
4. Let's connect you to a network (1st Screen)
 - a. Choose MPS_One (if you are at a school/district network location)
 - b. Enter your user name and password and touch/click OK
5. Let's connect you to a network (2nd Screen)
 - a. If MPS_One is selected (Continue connecting?) touch/click Connect
6. Let's connect you to a network (3rd Screen)
 - a. MPS_One should now say "Connected, secured" – touch/click Next
7. Windows 10 License Agreement
 - a. Read/scroll through agreement - touch/click Accept
8. How would you like to set up?
 - a. Choose Set up for an organization and touch/click Next
9. Sign in with Microsoft
 - a. Sign in using your moorestudents.com account and touch/click next
10. Federation.mooreschools.com (MPS District Single Sign On)
 - a. Sign in using your moorestudents.com account/password and touch/click Sign in
11. Do more across devices with activity history
 - a. Touch/click No
12. Choose privacy settings for your device
 - a. Touch/click Accept (You do not need to turn on/off any options because we set those through our technology office.)

Scan this QR code to watch a video tutorial to set up your device.



Or type this into your url:
bit.ly/dell3190

Leave the device on (& connected to network if possible) for a few hours so that all apps can install. If you must switch classes/leave during setup, simply close the laptop lid.

***Remember your login to sign back into the laptop is your full email and district password.**

If you get a message that says "Work or school account problem" touch/click the message and touch/click Fix now.

Before powering off the device, check windows activation. In the search bar type activation. Touch/click on the first option Activation Settings. You will see the Activation window and the edition of Windows you are running. Below the edition, you will see the word Activation. If it reads, "Windows is not activated," touch/click on troubleshoot and wait until you see the message, "We've activated this copy of Windows." Touch/click Close.



For setup or hardware support please call 735-4023 or Email mpstechhelp@mooreschools.com
For software/app/online learning support please Email EdTech@mooreschools.com