


Basic Troubleshooting for your MacBook

- **Reboot your device.**


1. Save any documents you are working on.
2. Open the  Apple drop-down on your menu bar.
3. Select Restart...
4. Choose whether you would like your active windows to reopen after reboot or not.
5. Wait for your Macbook to return to the login prompt.

If you are unable to perform these steps because the Macbook is behaving unusually, try performing a forced restart.


Warning - a forced restart will lose unsaved data you were currently working on.

1. Begin by pressing the power button for about 10-15 seconds, continue to hold this button throughout as you may see the screen flash and go dark again.
2. Release the button, wait 10 seconds and then press it again. You should see the Apple loading icon appear on screen.

- **Check your internet connection.**

1. On your upper-right menubar click the Wifi icon. 
2. Turn the Wifi setting off and then turn it back on again.
3. If Wifi does not automatically connect, select the desired network from list of available networks to try again.

- **Quit the app and relaunch.**

1. With the app screen as your current window press Command + Q.
2. Or use the app's drop-down menu to Quit.
3. If the app is not responding you can Force Quit by clicking on the  Apple drop-down on your menu bar.
4. Select Force Quit.

- **Use a different internet browser.**

- Some programs work better with a certain browser.
- If you're having trouble in Safari try Chrome or Firefox and vice versa.

If you are unable to log in to one of your accounts, please contact your teacher. Your teacher can request a password reset with the IT Help Desk.