



SUSD WINDOWS DEVICE TESTING CHECKLIST

SPRING 2024

Overview

The purpose of this document is to allow staff members and students to prepare for upcoming testing on their student devices. It will have how to links to show users the step-by-step process. This can be used prior to any testing within the district.

1 WEEK PRIOR TO TESTING

Check for Updates in Windows:

1. Power on device.
2. Log on (if this is first time, please use your student ID @susd.org).
3. Once you are logged in, click the start menu icon on the bottom, left-hand side.
4. Once there, click on the power option above. If your device has automatically downloaded updates that are ready to be installed, you will see orange dot indicating updates are needed. Click Update and Restart. Login and repeat to confirm updates are complete.
5. If there is no automatic update indicated by an orange dot, please manually check for updates.
 - a. To manually check for updates that your device may not have downloaded yet, do the following:
 - b. Click the windows start button, select SETTINGS icon (looks like a small gear).
 - c. Click "Update and Security".
 - d. Click "Check for updates" to see if updates are available for your computer.
 - e. If updates are available, they will begin to download automatically. You will see the status of the updates.
 - f. You will then be required to restart. Once the restart is complete, you will have the latest updates.

Link with instructions and screenshots (if needed):

- a. [Manually Updating Student Windows Device](#)

DAY BEFORE TESTING

- Charge device full 8 hours (overnight)

DAY OF TESTING

- TO DO: Bring device AND **CHARGER** to school
- TO DO: Restart device before each testing session starts
- TO DO: Have students turn OFF personal phones, iPads, etc
- TO DO: Close Apps if running in the background:
 - Run the TestNav application "**App Check**". Link: [Running App Check](#)
 - Close '**Cloud clipboard**' if running in background. Link: [Closing Cloud clipboard](#)
- TROUBLESHOOTING: Audio

- No Audio with headset, go to audio settings
 - Confirm headset is selected and not speaker
 - Confirm device isn't 'muted'
 - Confirm headset plug is fully seated in device
- TROUBLESHOOTING: Weak Wi-Fi Connectivity
 - Locate the Aruba AP device in the ceiling.
 - The two lights should be green, if not, contact the helpdesk. 480-484-HELP
 - Restart device.
 - Verify students have turned OFF personal phones, iPads, etc.
- TROUBLESHOOTING: If a page is not loading, or spinning
 - Clear Cache and Cookies for Chrome Web Browser
 - Link: [Clearing Cache and Cookies on Chrome Web Browser](#)