Tech Tips

1. If your student has a laptop from Marion County School District and you are having trouble using TEAMS, please follow these instructions:

   a. go to the students email by clicking Google Chrome and going to the district webpage and click Office 365 – Outlook

*Clicking the District email icon on the desktop takes you through Internet Explorer which causes an error message when trying to join a Teams meeting.

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b. When you login to the student's email

Using their <u>username@students.marion.k12.sc.us</u> and the password used to login the computer, in the top left corner you should see 9 little circles in a square (called a waffle). Click on the waffle
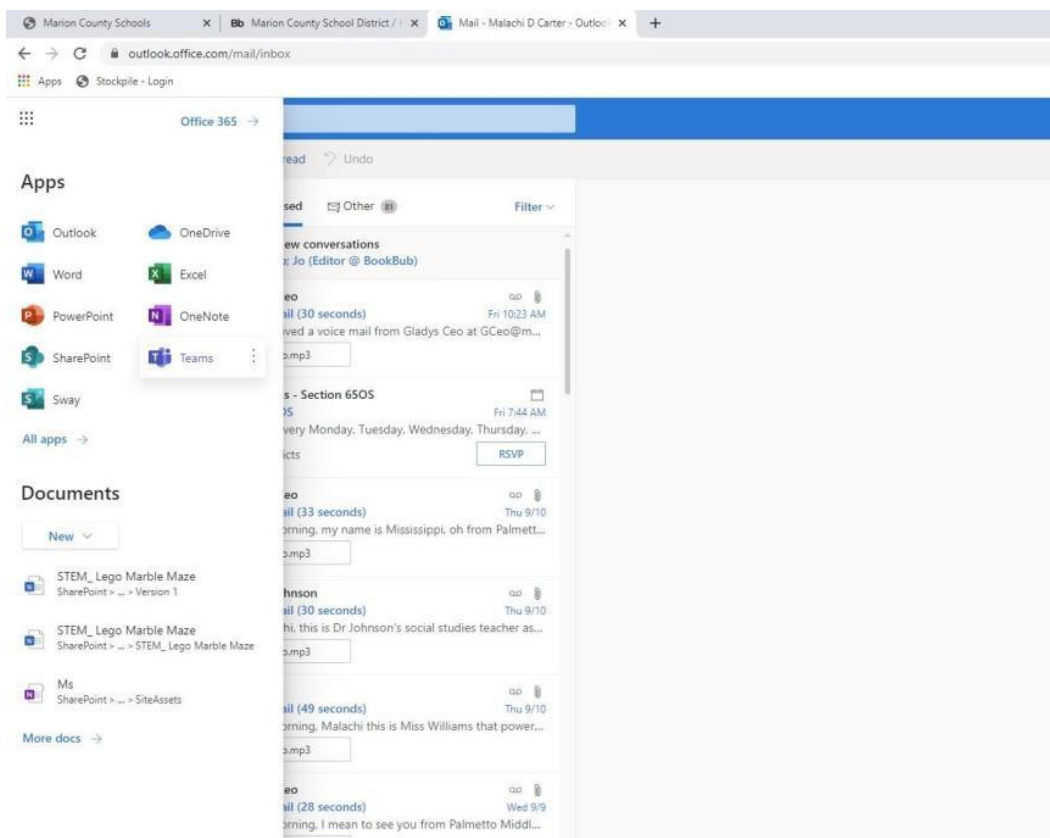
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c. click the Teams option

d. It will ask you if you want to use the desktop app or Use the Web app instead, click
    <u>Use the Web app instead</u> and your student should be able to do what they need from
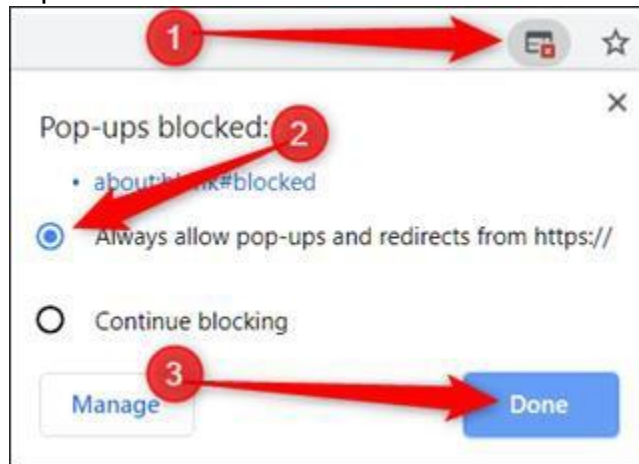   there.
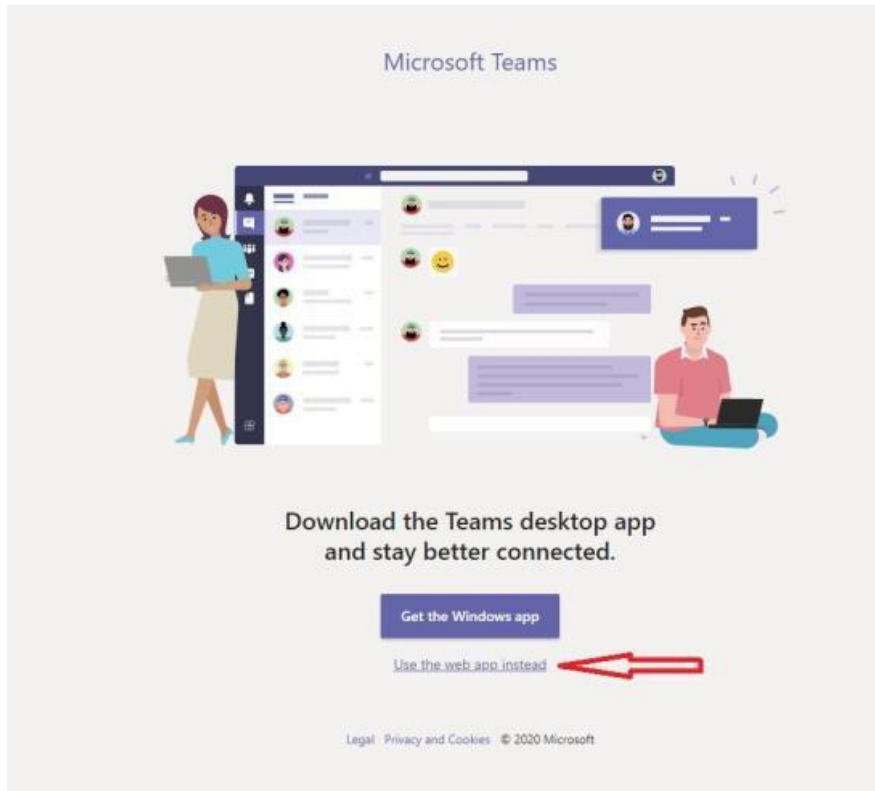
<u>If your student gets an extra login screen when trying to go to Google Chrome this is a district wide
issue. To receive the update follow these instructions:</u>

The district has applied an iBoss Update- in order to get the new settings on the student device
you will need to take the laptop to a school, any school, it doesn't have to be the school your
student attends, SITTING IN THE PARKING LOT, first, click the wi-fi signal and make sure you
connect to mcsd1-secure (It should automatically connect). Then login to the laptop. There will
be some black boxes come and go while the updates install, you won't see any messages
letting you know it is done but if you wait a good 15- 20 minutes and restart.

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2. If you are getting a restriction error when trying to save documents, the error is letting you know that you cannot save to the computer itself. You must save the document to a flash drive or to OneDrive. You can get to OneDrive as long as you have internet access and can get to the student's email. Then click on the square of dots to get a list of all the resources Microsoft 365 has to offer.

3. How to prevent the Pop-up Blocker from keeping content from being delivered to student devices. If you are using Chrome, in the upper right it will say pop-up blocked, click on it and choose always allow pop-ups and done.

4. There is a developing issue with some of the laptop's WiFi being disabled due to bent pins on the network port. Students need to pay attention to plug in the AC adapter cord to the power supply port and not into the network port (see below). The problem resulting is the pins are becoming bent to the point that two or more pins touch the network adapter and then think that the device has a cable plugged in and will disable the wireless Network Interface Controller or NIC. A disabled wireless NIC will keep devices from connecting to the MIFI and effectively stop them from being able to work. If the pins have become damaged, the device will need to be taken back to the school so a tech can attempt to straighten the pins. If pins have become broken or unrepairable, then the system board will need to be replaced to resolve the problem. Dell considers this as accidental damage and will use the 1 AD claim per year to replace the part. We need for the students to be careful and make sure they are putting the adapter cord into the right port. The Picture below shows a damaged NIC port. AC adapter port to its left.

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Techhelpdesk@marion.k12.sc.us is the new HELP DESK Email. When emailing your concerns, be sure to include the student name, the school the student attends and as much detail as possible about the problem. The more detail, the easier and quicker the techs can find a solution.

You can call the Help Desk Monday through Thursday from 8:15 – 10:15 by calling 843-765-4600