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FAQ

Below are some common questions based on what is in this guide. You can either click on the entry in the table of contents that relates to the question, or click the question itself to be taken to the guide for that problem.

Q: I can't log into the portal, Powerschool, Pearson, or some other website, but it works on another device, what should I do?

A: Try clearing the cache and cookies for the browser. Alternatively, you can try to use Incognito Mode, or a different browser. Click the name of the web browser to be taken to its guide to clear cache and cookies: [Google Chrome](#), Firefox, Microsoft Edge.

Q: Why aren't some websites loading, but others are? Or: Why am I getting redirected to other websites when I try to search for something, or when I try to go to a website?

A: This could be due to a browser extension. Disable any browser extensions then try again. If the website works after this, try enabling the extensions one at a time until you find the extension that's causing the problem. Click the name of the browser to be taken to the guide for your browser: [Google Chrome](#), Firefox, Microsoft Edge.

Q: I keep getting pop-up advertisements in the bottom-right corner of my screen

A: Google Chrome has a notification system that will allow websites to push notifications to your computer. Sometimes these are advertisements, but most are links to articles/videos. Follow the instructions to delete notifications for websites below.

NOTE: When visiting a website, sometimes there will be a box near the address bar asking if you want to allow notifications, be sure to click the "Deny" button if you don't want to receive notifications from the website.

Q: My computer says the printer is offline when I try to print, but it works on other computers.

A: Try restarting your computer. If that doesn't help, try restarting the print spooler service on your computer.

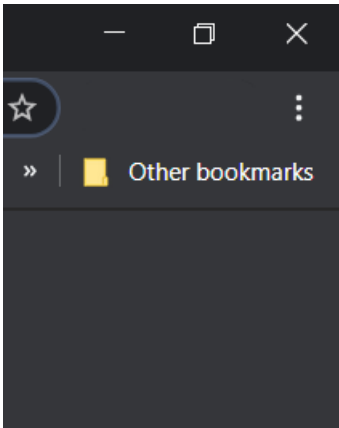
Q: Why do websites not load when I'm connected to Wi-Fi, and the same websites work on another device?

A: Reset your TCP/IP stack by using the instructions below, then restart your computer. If this doesn't work, try looking for VPN programs or extensions that may be causing problems.

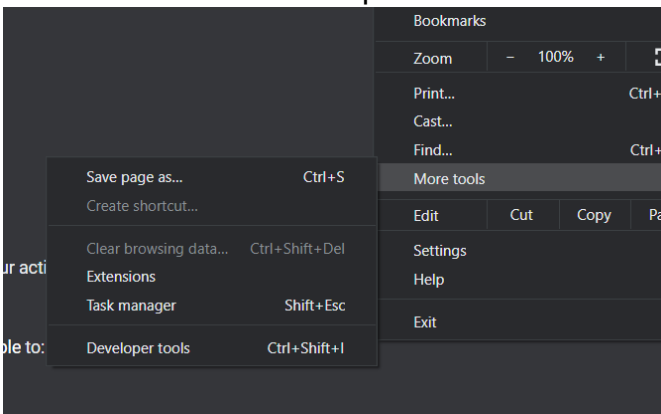
Google Chrome

Clearing Cache and Cookies in Google Chrome

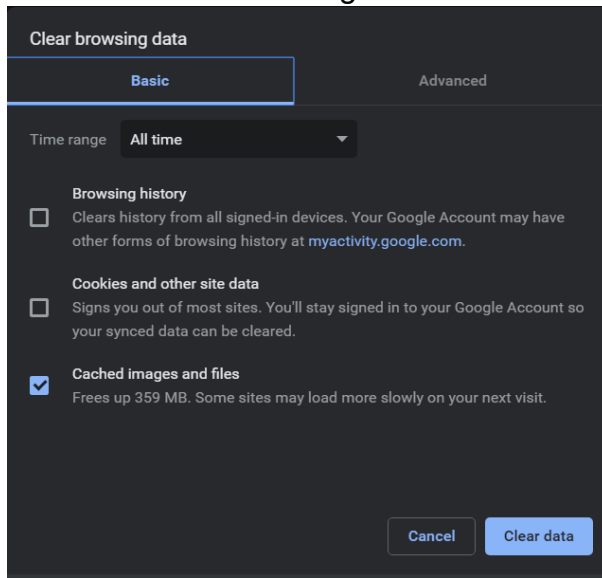
- 1.) Click the menu button at the top-right corner (looks like three vertical dots).



- 2.) Select the “More Tools” option



3.) Click on “Clear Browsing Data”

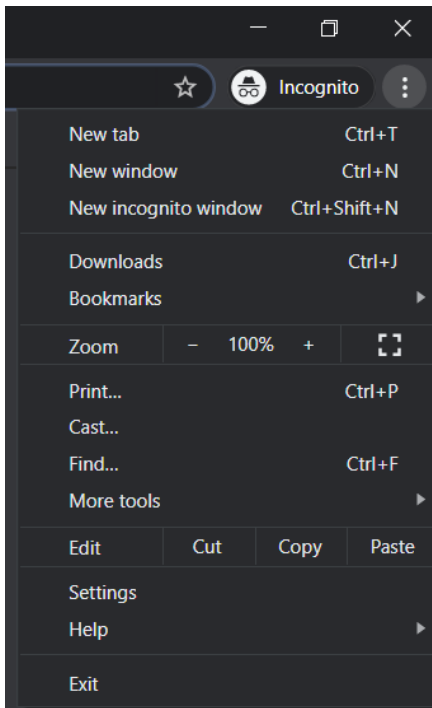


4.) Make sure the bottom two boxes are checked, then click the “Clear data” button

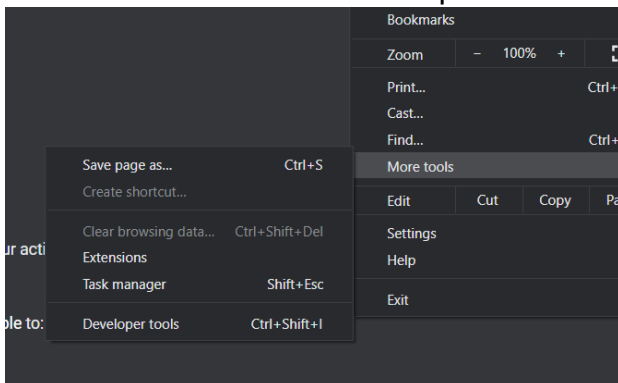
NOTE: This process could take a minute, but if it takes much longer than that, just close out of the tab, as the data should have been cleared, but the browser just got stuck thinking it's still clearing the data.

Disabling Extensions in Chrome

1.) Click on the three-dot menu button in Chrome



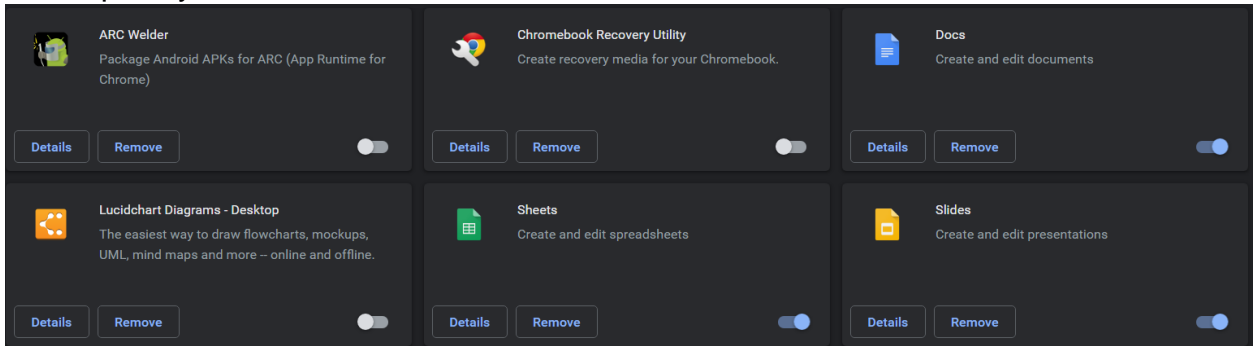
2.) Go down to the “More Tools” option



3.) Click on “Extensions”

4.) In this section you can disable extensions by either clicking the slider button at the bottom-right so it's to the left and gray, or you can click the “Remove” button

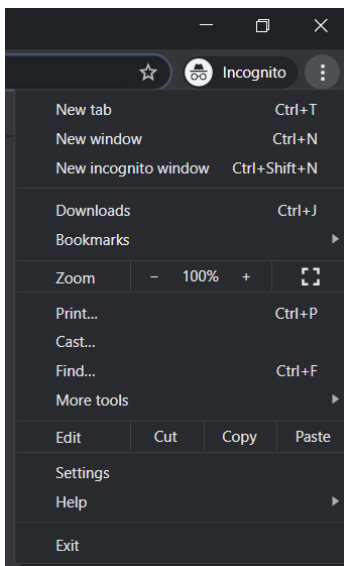
to completely uninstall the extension.



Deleting Notifications in Chrome

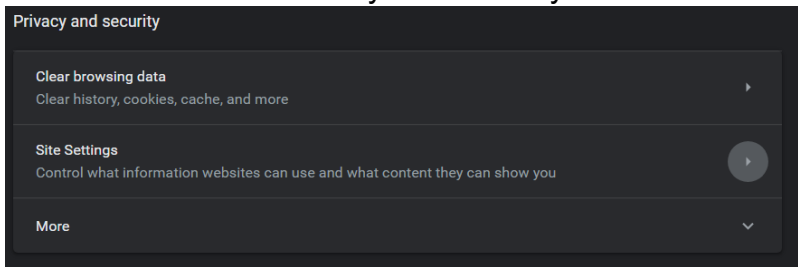
If you're having popups at the bottom right of the screen that seem to be advertising a website, follow this guide to delete the notifications from Chrome.

1.) Click the three-dot menu button in Chrome



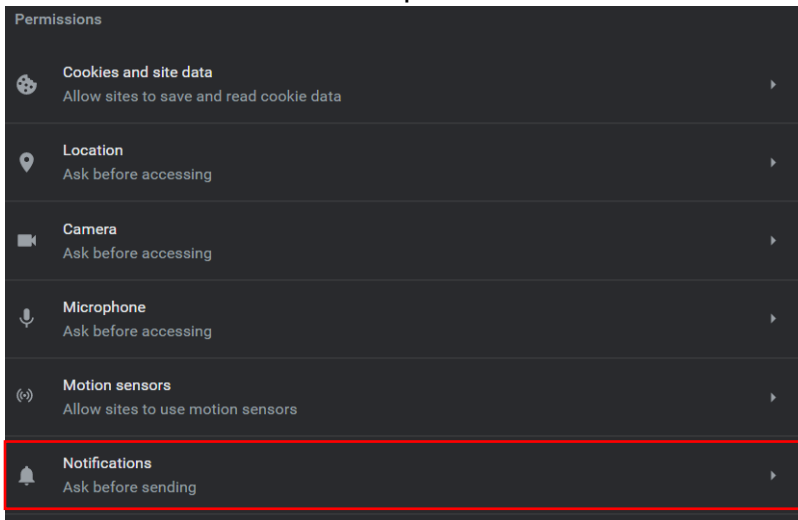
2.) Select "Settings"

3.) Scroll down to the “Privacy and security” section

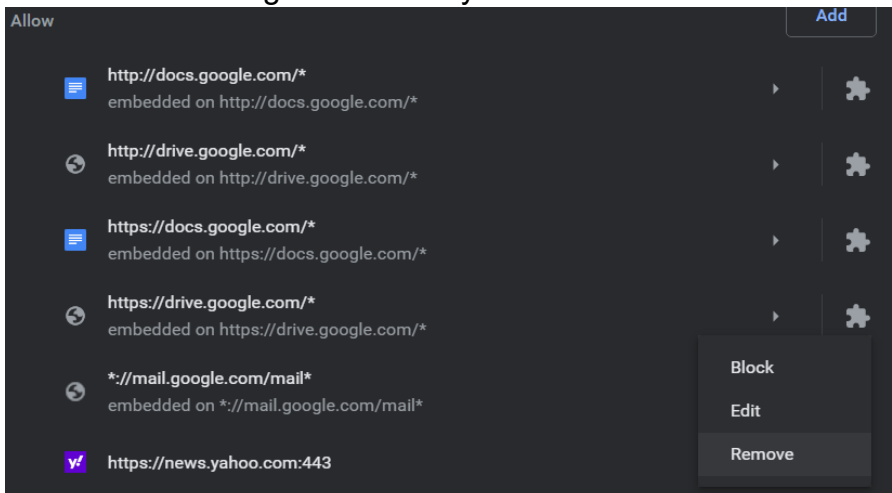


4.) Click “Site Settings”

5.) Click on the “Notifications” option



6.) Under the “Allow” section, delete any of the entries you don’t want by clicking the three dots to the right of the entry and click “Remove”

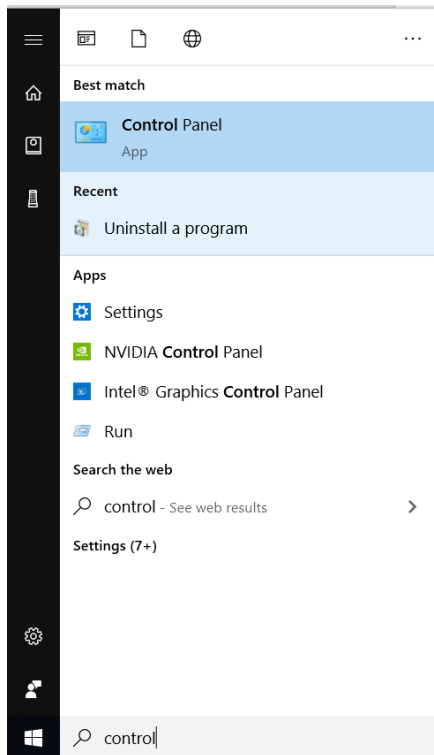


*Note, some notifications may not be able to be removed because they are managed by an extension such as Google Drive or Google Docs, as seen in the picture above.

Windows

Adding a Printer in Windows

- 1.) Get the IP address from the printer. The IP address can usually be found in the settings menu on the printer, or on a configuration page that can be printed out from the menu. As the process of getting the IP address/configuration page is different for each model printer, you may have to look in the instruction manual that either came with the printer, or one that can be found online.
- 2.) Open the start menu (the Windows logo at the bottom left corner of the screen) and search for “control”



- 3.) Select Control Panel
- 4.) When Control Panel opens, select the “Hardware and Sound” category by clicking on the green heading



Hardware and Sound

[View devices and printers](#)

[Add a device](#)

[Adjust commonly used mobility settings](#)

5.) Next, select the “Devices and Printers” heading

Hardware and Sound



Devices and Printers

[Add a device](#) | [Advanced printer setup](#)

[Change Windows To Go startup options](#)

6.) Click the “Add a printer” button near the top of the window, just under where it says “Control Panel > Hardware and Sound > Devices and Printers”

 > Control Panel > Hardware and Sound > Devices and Printers

Add a printer



7.) Next, click on the blue “The printer I want isn’t listed” text at the bottom of the window



The printer that I want isn't listed

8.) Select the “Add printer using TCP/IP address or hostname” option

Find a printer by other options

- My printer is a little older. Help me find it.
- Find a printer in the directory, based on location or feature
- Select a shared printer by name

Example: \\computername\printername or
http://computername/printers/printername/.printer

- Add a printer using a TCP/IP address or hostname
- Add a Bluetooth, wireless or network discoverable printer
- Add a local printer or network printer with manual settings

9.) Input the IP address of your printer in the top text box. The bottom text box will fill in with the same address, this is fine. Make sure the checkbox is checked before continuing

Device type:	Autodetect
Hostname or IP address:	192.168.1.8
Port name:	192.168.1.8

Query the printer and automatically select the driver to use

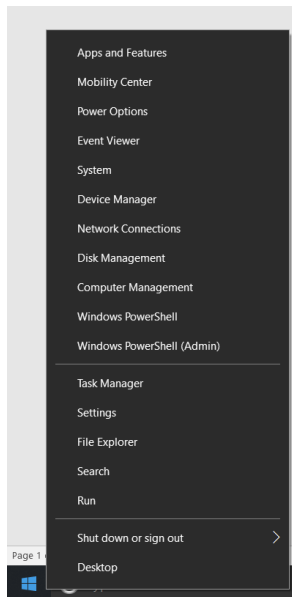
10.) Click the next button until it asks you to create a name for the printer. You can put anything you want in this box. Once you give it a name, continue through the process. Once done, you should be able to print to your printer.

NOTE: Your control panel may look different and not have the same category layout as in the pictures. If this is the case, just select the “Devices and Printers” option from the list and continue from that point in the steps.

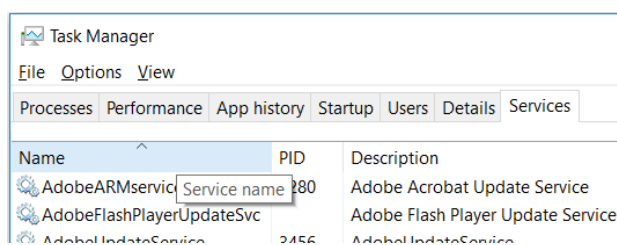
Restarting Print Spooler

If you are trying to print but get an error that says “offline”, try restarting the print spooler. This will usually fix the problem.

Right-click on the start menu at the bottom-left corner of the screen (Window icon)



- 1.) Click on “Task Manager”
- 2.) Go to the “Services” tab and click the “Name” title to sort alphabetically



- 3.) Scroll down until you see “Spooler”
- 4.) Right-click on the “Spooler” option

SNMPTRAP		SNMP Trap	Stopped	
spectrum		Windows Perception Service	Stopped	
Spooler		Print Spooler	Running	
sppsvc	Start	Software Protection	Stopped	
SQLWrite	Stop	SQL Server VSS Writer	Running	
SSDPSRV	Restart	SSDP Discovery	Running	LocalServiceAn...

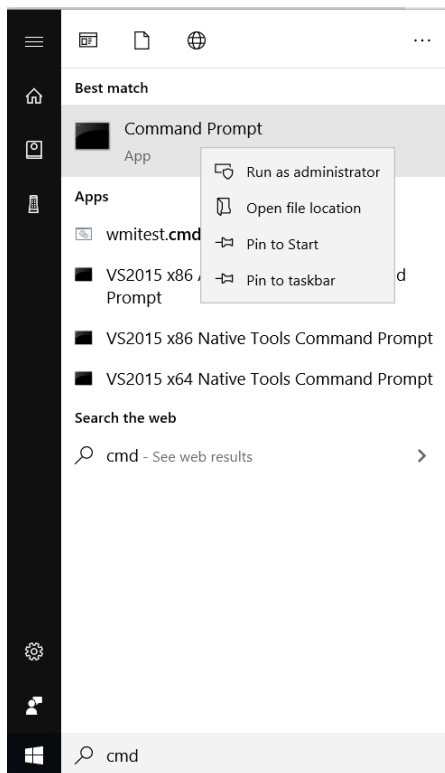
5.) Click “Restart”

6.) Give it a minute to restart the service then try printing again

Resetting TCP/IP (Windows Only)

If you are having issues when trying to navigate to websites, even though your internet is working on other devices, follow the steps below to reset the TCP/IP stack.

1. Go to the Start Menu
2. Type “cmd” without the quotation marks
3. Right-click “Command Prompt”
4. Click “Run as Administrator”



5. When the User Account Control window pops up, just click the Yes button to continue

6. Type "netsh int ip reset" into the command prompt then press enter

```
C:\> Administrator: Command Prompt
Microsoft Windows [Version 10.0.17134.1365]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\windows\system32>netsh int ip reset
```

```
Resetting wakeup pattern, OK!
Resetting Resolve Neighbor, OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , failed.
Access is denied.

Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Restart the computer to complete this action.

C:\windows\system32>
```

7. Once the process is complete restart your computer then try to going on the internet again

If the problem persists after doing these steps, it could be software on your computer, such as a firewall, browser extension, or VPN app that is causing the issue.