

Question	Answer
What is my username and password?	The student Username is their 6-digit Powerschool #. The password is Pass and the last 4 digits of their Powerschool #
How do I connect to the internet?	NOTE: If you are connecting with an MSCS-provided Hotspot, please see section XXXXXX to first connect the hotspot. Surface Go2 & Lenovo Devices Click on Globe icon bottom right corner. Select the network you would like to connect. Enter the Wi-Fi Network Password. Click "Connect" HP/Dell During the setup process, you will need to select your network Enter the Wi-Fi Network Password Click "Connect"
Why can't I see any of my icons or programs on my desktop?	In the initial log in, it could take as long 5-10 minutes for the programs and applications to download and place the proper links on the device.
How do I charge my device? My device will not power on.	NOTE: If your device powers on, check your system tray (bottom right corner of screen) to determine if the battery is charging. If connected, it will indicate which % of the battery is charged. All MSCS Devices were distributed with charging cables or adapters. If you did not see a cable, please check the box that you received when you picked up the device. SurfaceGo2 Make sure the charging cable is seated properly. When connected, you will see a charging light indicating a correct connection. Lenovo / HP When cable is connected, the battery lights should be blink and/or light up to indicate the level of charge.
What is the best way to print a document?	NOTE: Personal printers (and their drivers) are not supported on MSCS devices. The preferred solution is to save the document to your OneDrive on www.office.com Once the file is uploaded to the OneDrive Cloud, log in to office.com from your home computer or other device, download the file, and print to your personal printer from that device.

<p>Which web browser should I use? I cannot see Chrome or Firefox.</p>	<p>MSCS is migrating to Chromium on most devices. The Surface2Go and HP are exclusively Microsoft Edge (based on Chromium). Existing devices (Lenovo) may still have Edge (pre-Chromium), Google Chrome, and/or Firefox.</p>
<p>How do I access my MSCS email?</p>	<p>NOTE: Students K-3 do not have a MSCS Email but are able to access their Microsoft Account for Office365. Open the Edge browser and navigate to www.office.com Input the student credentials (6 digit student id@student.scsk12.org) Click "Next" Input your password (all students were required to change the password at the first log in this 2024-25 school year) Click "Sign In" Click on the Outlook icon to access the web app version of email.</p>
<p>How do I get into my TEAMS class?</p>	<p>Launch your TEAMS Desktop App (under Microsoft Teams in the Start Menu) Click on the Teams Icon in the Application Ribbon on the left (the 3rd icon down) to display any classrooms you are currently enrolled.</p>
<p>I am unable to log in to Clever.</p>	<p>NEW STUDENT – Changes to student info or classes can take up to 48 hours before it shows up in the system. RETURNING STUDENT – The student may not be correctly scheduled in the system. Please reach out to the teacher to verify proper enrollment.</p>
<p>My microphone is not working in Teams.</p>	<p>First, check to see if your microphone is unmuted in the meeting. If needed, go ahead and "Hang Up" on the meeting and "Rejoin" the class in session. If using headphones with a microphone, click on the 3 ellipsis in the meeting window and verify the correct audio device is selected.</p>
<p>My camera is not working in Teams.</p>	<p>First, check to see if your camera is active in the meeting. Close the Teams App and re-open the application. If needed, restart the device and rejoin the class in session.</p>
<p>What should I do if my network drops during class?</p>	<p>Check the Globe (in the bottom right corner) to verify connection with your home network. If still connected, Microsoft Teams has the functionality to dial in via phone to attend the meeting.</p>

	<p>Open Teams and click on the Calendar on the left side of the screen.</p> <p>Click on the Class Meeting to locate the phone number and access code.</p> <p>Call back into the class via a home phone or cell phone.</p>
TEAMS is not launching properly on my device.	<p>Sign out of the TEAMS app by clicking on your picture or initials in the top-right corner.</p> <p>Scroll down to select "Sign Out"</p> <p>Once signed out, go ahead and log back in to fix issue.</p> <p>If you do not see the Teams Icon, you can install the application by logging in to the Company Portal.</p> <p>Open the Edge browser and navigate to www.office.com</p> <p>Input the student credentials (6-digit student id@student.scsk12.org)</p> <ul style="list-style-type: none"> • Click "Next" <p>Input your password (usually the student's 8-digit birthday MMDDYYYY)</p> <ul style="list-style-type: none"> • Click "Sign In" <p>Click the Teams logo in the ribbon on the left side of the screen.</p> <p>Left-Click on the avatar (or initials) in the top-right corner and select "Download the Desktop App"</p> <p>After downloaded, double-click the file to initiate</p>
How can I get in contact with my teacher?	<p>Teachers and school personnel are accessible via email.</p> <p>Feel free to contact your home school to receive the email address if you do not have it on any corresponding documentation or previous communication.</p>
How can I get my technical support for my district-issued device?	Dial 901-416-5300, select option 4.
Why does my screen show admin login or BIOS Admin Screen?	Press ESC to return to my student login screen
My student is unable to join class. Where would I find the join code?	This is an issue at the school level. In order for a student to attend a Microsoft Teams class, the teacher will need to either send an invitation or add them to the class. The teacher is the only person who is able to provide a code to access the class.
What does a student need to do if he/she can't Drag and Drop in i-Ready because of the need for a touchpad?	To enable the onscreen touchpad, either long-press or right-click the taskbar and select "Show touchpad button". This option isn't available on devices without a touch screen. You'll see a new touchpad icon on your taskbar, near the touch keyboard button. Tap or click it to open or close the touchpad.

My student's device will not power on or turn off. What should I do?	Hold down the power button for 15 seconds until the device turns on or shuts down. If this is student table, hold the Volume Up button and Power button for 15 seconds.
How do I get IT help for my student's device?	All IT troubleshooting has been established at your student's local school. Please reach out to the school for additional assistance.
How do I reset my student password?	Open Microsoft 365 (red icon) on the student device, select the settings symbol in the top right corner and the change password option will be displayed at the bottom right corner. The password must be at least 8 characters and include a capital letter and a number.
The computer indicates that there are several Windows updates that are missing. How can I update the computer?	Ensure the student device is plugged in, leave it powered on and put it in sleep mode so the updates will run after hours. Restart the device the next morning.
How do I map a drive on teacher's laptop or desktop computer?	Open File Explorer from the taskbar or the Start menu or search for This PC. Select This PC from the left pane. Click on Computer at the top left then click on map network drive. In the Drive list, select a drive letter. In the Folder box, type the path of the folder or computer, or select Browse to find the folder.
Why can't the student access I-Ready when their login works for everything else?	Please make sure the student is under Shelby County Schools. If there is another school name listed above the student's login, click on the drop down menu to select Shelby County Schools.
What can a student do if the network is not accepting their password?	Students can call 416-5300 option 4 for a Password Reset
What can a MSCS employee do if the network is not accepting their password?	MSCS Employees can call 416-2700 option 5 for a Password Reset
I keep receiving the message "Can't connect to this network". What should I do?	On a PC, Right click on the network icon and select Open Network and Internet Settings or search for Wifi Settings. Select Wifi, Manage Known Networks, choose the network you want to forget then press forget. Try to connect to the network again and it will ask for login credentials. On a Mac, Click on the Wi-Fi icon at the top right of your top menu bar. Click Open Network Preference. Click Advanced at the bottom of the box. Find the Wi-Fi network that you would like to forget and click on it. Press the minus — sign. Click Ok then Apply.
What can I do if my computer freezes?	Try restarting the computer, many issues can be resolved easily and quickly.

How do I access the onscreen keyboard on my device?	From the search menu located at the bottom left on the device, search "on screen keyboard", select this option to use the keyboard
How do I find Microsoft Teams if the app disappeared from my homescreen?	Students can still access the TEAMS app by going to the search bar located in the bottom left on the student's taskbar and searching "TEAMS" the icon will appear. Once students have clicked on the icon to open TEAMS, students can right click on the icon from the taskbar menu for the icon to pin to taskbar for future easy access.
What should I do if my computer will not power on?	Check and ensure all the power cables are plugged into the back of the computer and the monitor. Check that the power cables are plugged into the power outlet. Try using a different power cord or socket. Replace damaged power cables with one that works.
How do I reset my Employee Portal password?	If your current password is not expired, you have the option to reset password from the CTRL-ALT-DEL screen on your device while on the MSCS network. If your password is expired, contact the Help Desk at 901-416-2700 option 5.
How do I login to the Employee Portal?	Login with your Active Directory username(without @scsk12.org) and your current Active Directory password.
Why am I getting an access denied error when I attempt to login to Ivanti?	In order to login to Ivanti you will need to login to with your current Active Directory username(without @scsk12.org) and your current Active Directory password. If you still are not able to login, contact the Service Desk at 416-2700 opt. 5 for assistance.
What should I do if I get the message that my sign in is blocked?	Call the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti for assistance. The appropriate department will unblock the account from an administrator level.
What steps do I need to take to get my account unlocked?	Contact the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti assistance. The appropriate department will unlock the account from an administrator level.
How do I get my name changed on my AD account and email address?	First, make sure HR has changed your name in APECS. Once your name has been changed in APECS, contact the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti to have the name changed on the database and Active Directory and email. Please be advised that it can take up to 24 hours for the name change to be processed.
What should I do if I get a phishing or spam email?	Please forward the phishing or spam email to ITSecurity@scsk12.org. DO NOT click on any links, provide any information, or purchase any gift cards, etc.
Why can't I send emails?	If you cannot send emails, it is most likely that you were blocked by Microsoft for sending too many emails during a 30 minute to an hour time span.

Why does my email address end in onmicrosoft.com?	You are using the free version of email from Microsoft. To have this resolved, please contact the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti to have an email account created.
What should I do if I access a site and it is blocked?	Contact the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti assistance. Once the appropriate department receives the ticket, they will research and determine if the site will be unblocked or remain blocked based on the need/usage of the site.
As an MSCS employee, what should I do if I am not receiving emails from external users?	Contact the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti assistance. Once the appropriate department receives the ticket, they will research and determine whether or not the email address is legitimate; if yes, they will have the email address whitelisted so that the email will be allowed within the organization.
As an MSCS student, what should I do if I am not receiving emails from external users?	MSCS students are not able to receive emails from external email addresses.
What should I do if I cannot log into email, Teams, etc. because I no longer have access to the authentication phone number on file?	Call the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti for assistance. The appropriate department will remove the incorrect number from the account and prompt a re-register of Multi Factor Authentication so that the user will be able to update contact methods for access.
What should I do if I receive the "device is disabled" error message?	Call the Service Desk (901-416-2700 opt. 5) or submit a ticket in Ivanti for assistance. The appropriate department will access user account and enable the device that is associated with their name. If the device cannot be found to enable, the device will need to be reprovisioned and loaner should be given for the time being.
How do I get access permissions to a shared drive?	From the IT Services Portal in Ivanti-IT Services-Security Access-Server Security Access-Request Service-Will need to fill out Security Access Form and assign to Server Team
How do I request a shared drive for my department?	From the IT Services Portal in Ivanti-IT Services-Security Access-Server Security Access-Request Service-Will need to attach a spreadsheet of all the users needed access. First Name, Last Name and Email address are required.
How do I get a shared drive added to my computer?	From the IT Services Portal in Ivanti-IT Services-Security Access-Server Security Access-Request Service-You will need to include the shared drive name \\Servername\folder.
How do I request a virtual server?	From the IT Services Portal in Ivanti-IT Services-Hardware -Hardware Not Listed-Request Service-You will need to provide

	hardware/software specifications.
How do I get a Sharepoint created for my team?	From the IT Services Portal-IT Services-Hardware -Hardware Not Listed-Request Service-Will need to provide hardware/software specifications.
How do I request an AD/email account for an active employee?	An Active Directory account is created for application and email use within 48 hours depending on when HR has made the employee active within APECS. The recommended steps after 48 hours is to contact HR to see if you are flagged active, then contact the Service Desk at 416-2700 to obtain your email address and temporary password.
How do I request an AD for temporary employee/external vendors?	From the IT Services Portal in Ivanti -IT Services-Security Access-Non-MSCS Employee Security-Non MSCS Employee Security-Request service
How do I request an AD account for Charter School staff?	Accounts for Charter School staff for SMS have to go through the Charter School office charterschools@scsk12.org
Why am I not able to open my Teams calendar?	Too many calendar entries will cause the calendar to not open. Open Outlook and delete unnecessary calendar entries.
Why am I only seeing a blank screen in Teams?	Right click on the Teams icon in the system tray and select "quit" and relaunch Teams. If that does not resolve the issue, click on the avatar at the top right of the screen in Teams and select "check for updates".
My type pad is not working on my Microsoft Surface digital 1:1 device.	Gently remove the type pad from the tablet and ensure the connections are clean. Be sure to keep food and beverages away from the device so that debris does not disrupt or damage connections.
Why is my battery not holding a charge for very long on my digital 1:1 device?	Ensure that the charger is seated properly and wait for the battery to fully charge. If the battery continues to drain rapidly, let your teacher know so that it can be analyzed by IT.
How do I access APECS at home without VPN access?	You are unable to access APECS from home without VPN access. Contact the Service Desk at 4162700 option 5 to verify if you have VPN access.
Why are students able to bypass the lobby in a Teams meeting?	Go to meeting options and set presenters as "only me". If an older meeting, you may need to delete and recreate it.
My Microsoft Surface digital 1:1 device will not power on.	Hold the Power button and the "up" volume button and then try powering on the device.
Why are my headphones not working on my digital 1:1 device?	If you have an extra pair of headphones, try them to see if it may be a defect in the headphones. If that doesn't work, contact your teacher to have an IT tech

	analyze your device.
What should I do if I have an issue with MasteryConnect?	Email SCScleveradmins@scsk12.org for assistance.
I am a student and have a app missing in Clever. What should I do?	Contact the Service Desk at 901-416-5300 option 4.
I am a teacher and can't login to Clever. What should I do?	Email SCScleveradmins@scsk12.org for assistance.
What should I do if I don't see any available wifi networks at my location?	Reboot the device. If further assistance is needed, contact the Help Desk at 901-416-2700 option 5.
What should I do if our school is experiencing a network outage.	Contact the Help Desk at 416-2700 option 5.
What do I do if my phone has a blank screen?	Check and confirm the ethernet cable is properly connected to the LAN port and network port.
How do I reset my voicemail pin number?	Contact the Service Deak at 416-2700 option 5 to have the voicemail pin reset.
How do I access my voicemail?	Press voicemail button and enter your 4-digit pin
How do I check my voicemail when I am away from my desk?	Check Voicemail Remotely (only direct dial numbers): Call your number>When you hear your voicemail greeting, press the star key (*)> Follow the prompts
How do I delete old voicemails?	Press voicemail button > enter your 4-digit pin > follow the prompts
What should I do if my phone handset/cord is broken?	If it is malfunction issue with the phone and know physical damage network telecom will replace the phone or part. Physical damaged phone you will need to put a work order into Ivanti to get a quote for a phone.
What do I do if my telephone does not have a dial tone?	Check and confirm the ethernet cable is properly connected to the LAN port and network port. If that doesn't work. Put a ticket into Ivanti under Service Category>Report New IT Incident>Desk phone Repair>Deskphone or call 416-2700 option 5.
I am receiving an error message on my deskphone. What should I do?	Put a ticket into Ivanti under Service Category>Report New IT Incident>Desk phone Repair or call 416-2700 option 5.
How can I get a replacement phone for my classroom/office?	If it is malfunction issue with the phone and know physical damage network telecom will replace the phone or part. Physical damaged phone you will need to put a work order into Ivanti to get a quote for a phone.
What is the star code to turn on Do Not Disturb on my deskphone?	Contact the Help Desk 416-2700 option 5.
What is the star code to turn off Do Not Disturb on my deskphone?	Contact the Help Desk 416-2700 option 5.

What is the star code to forward my phone?	Contact the Help Desk 416-2700 option 5.
What is the start code to un-forward my phone?	Contact the Help Desk 416-2700 option 5.
What do I do if I believe an email is not legit?	Never click on anything asking for you to update personal information, forward the email to ITSecurity@scsk12.org