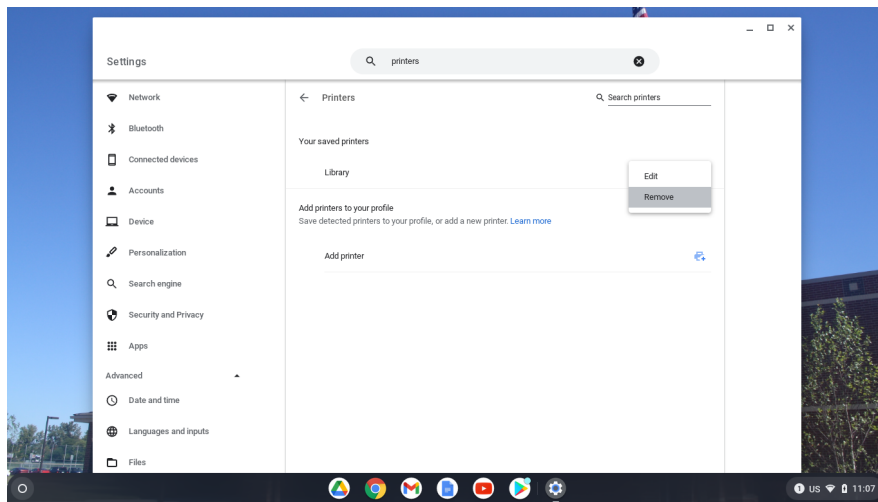


## Problems at School & home network

1. When you are at home we do not have iboss connected. When you are at school you are on the iboss.
  - a. If you do not **shutdown your computer before leaving school** you will have problems at home because iboss is still running.
  - b. The same goes when leaving home you need to **shutdown your computer before bringing it to school** or iboss will use all your resources trying to connect. Do not power refresh because it remembers your last network settings. If you forget to shutdown properly you will experience one or more of the following:
    - WIFI connections issues at home and at school.
    - Slowness or working offline even though you seem to be online at home & school.
    - Sites errors or blocks that you normally do not get.
    - Unable to print through the network at school and home (USB Printing no effect).

2. I restarted my computer but it still seems slow. In this case please refer to the parent student link on the website Student Help Desk and follow procedures to remove your profile. You have probably filled up your storage with downloads and cached videos. If you know your home WIFI password a good powerwash can help as well CTL-SHIFT-ALT & R keys at the login screen.

3a. My printer still fails to connect at school: If a restart does not solve it the print driver may have corrupted in the last Chrome OS update. Just go to manage printers in settings and delete the old printer.



3b. Then add the printer. Name it & put in the address 10.31.33.81

