

## Computer Trouble-shooting Checklist:

Follow all the steps below **BEFORE** asking your teacher for assistance!

1. Computer won't turn on:
  - a. When you press the power button, do you see lights on the computer? Do you hear anything? If you do not see lights or hear any sounds, go onto the next step, (i) below. If you see lights or hear sounds, go onto step (b) below
    - i. Is your battery charged?
      - a. Plug your charger into the wall and into the computer. Let it charge for a few minutes and then attempt to turn it on again. If the computer turns on, check the battery status to see if it has a good level of power available. If the percentage is low, you will need to charge your battery for a while.
      - b. If the battery is over 40%, go ahead and unplug your computer. Does it remain on? If so, problem solved.
    - ii. If your battery is over 40% but the computer shuts down immediately after you unplug the computer, even though you did not press the power button, you will need to report the issue and get a loaner device.
  - b. If your screen is black, but you see lights and hear sounds, your screen saver or power management might have been enabled. Do either of the following:
    - i. Touch the TrackPoint or the touchpad, or press a key to exit the screensaver
    - ii. Press the power switch to resume from sleep (standby) or hibernation.
    - iii. If the screen is still black, press the power button down until the computer shuts off. Press the power button again to turn it back on. If the computer starts up normally, the problem is resolved.
    - iv. If the screen is black but you see the white mouse pointer, and this is all you see for 5 minutes or more, try shutting the computer down and turning it back on. If you still see just a black screen and a white mouse pointer, you will need to report the problem and get a loaner.
2. Can't log on to the computer:
  - a. Do you see the welcome screen message? Does the computer seem to still be working to log you in? Some days the network is bogged down and it might take longer for the log in process to complete. If you see the welcome screen, be patient. Check the clock and see how long that message has been displayed. If it is more than 5 minutes, you might have

a problem and will probably need to find a loaner computer or work with a classmate while you wait.

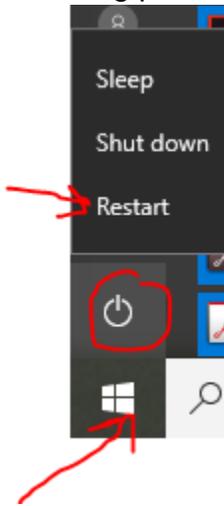
- b. Make sure you typed the correct username and password. Your username is the first 3 letters of your last name, the two-digit year of your graduation, and the first 3 letters of your first name, for example def22abc. Your password is your lunch number plus the letters "gcbc", i.e. 1234gcbc.
  - c. Is the laptop connected to the wireless network? There is a wireless indicator light on your laptop. Is it lit? If so, it is probably connected. Restart your computer by pressing the CTRL+ALT+DEL keys together and select the power option to shut down the computer. Power it back on and try again.
  - d. If the indicator light is not lit, please press the F12 key to toggle off the Airplane Mode. If the light displays now, try logging in again.
3. Can't get on the internet:
- a. Check to see if others near you are having the same problem. If so, there may be a problem with the network.
  - b. Try typing in another website. It may be that the particular site you are trying to visit is down.
  - c. Make sure Airplane Mode is not enabled. This is enabled by pressing the FN+F12 key, which is way too easy to do accidentally. Press the FN+F12 key again to disable Airplane Mode. You should be able to tell if the computer is in airplane mode because you will see a picture of an airplane in the taskbar.



You may have to turn the computer off and back on to see the airplane icon.

- d. See steps 2b and 2c above.
4. An error message pops up on the screen:
- a. Write the message down or take a screen shot of the message.
  - b. If your computer is unusable, report the problem immediately by having your teacher email the issue to [helpdesk@gcschools.net](mailto:helpdesk@gcschools.net). If your computer seems to work, report the problem when class is over.
5. Computer is frozen:
- a. Make a note of what you were doing when the computer froze. This might help if you need to report the problem. Were you surfing the web? Using PowerPoint or some other installed program?
  - b. Try pressing the ALT + F4 keys to close the window you are currently working in. If that doesn't work, go on to the next step.
  - c. Turn your laptop off and back on. If this resolves the problem, you do not need to report it.
6. Pop-up messages keep occurring and are preventing you from doing your work:

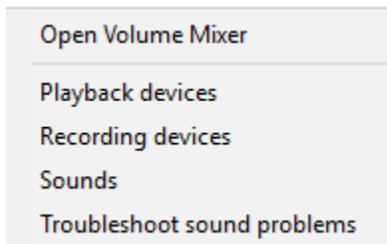
- a. You may have a virus. Report the problem immediately and get a loaner until a technician can disinfect your computer.
  - b. File-sharing sites and free music and video sites are places you should avoid if you want to stay virus-free. Remember, students are not allowed to install anything on their school computers!
7. Blue Screen of Death:
- a. If you your computer suddenly displays a blue screen with an error message, the only thing you can do is shut it down and turn it back on.
  - b. If this problem keeps occurring, there is a major problem with your computer. You will need to report this issue and get a loaner.
8. If nothing works, try turning the computer all the way off by holding down the power button until all the lights go off. Turn it back on and try again. You can also Restart your computer using by clicking on the windows icon on your screen, selecting power, and then selecting Restart.



9. Audio issues:  
Right-click on the volume icon in the taskbar.



All the sound and recording options are available from this menu:



Open the volume mixer first and make sure nothing is muted or turned down too low. I then click on the Sounds option and try playing system sounds. If you can hear those, the sound is working.

If neither of those point to a problem, you can Troubleshoot sound problems. If after working through those steps the problem is not solved, please have your teacher open a Helpdesk ticket.

If using headphones, unplug them and make sure sound is playing from the speakers without the headphones. If it is, you can plug the headphones back in and try again. If they hear nothing with headphones, the problem is either with the headphones, the headphone jack, or the audio driver. Try another known, working set of headphones. If they don't work, the problem is the jack or the driver. Please have your teacher open a Helpdesk ticket for your computer.