

OCPS STUDENT LAPTOP TROUBLESHOOTING



1. Computer will not turn on

1. Be sure it is plugged in and the charger port on the computer is free of debris
2. Hold the power button down for 20 seconds, release, push power button again
3. Press and hold Ctrl-Alt-Del, in that order. This should prompt the login screen

2. Cannot login to the computer

1. Restart the computer by holding the power button down for 20 seconds, release and push power button again
2. Check that Caps lock is off
3. Watch as you type to be sure nothing is double typing (If it is see #4)

3. Computer powers on, but screen is black

1. Press and hold Ctrl-Alt-Del, in that order. This should prompt the login screen
2. Be sure it is plugged in and the charger port on the computer is free of debris
3. Hold the power button down for 20 seconds, release, push power button again

4. Can't login due to double typing

1. On the login screen, click the button that looks like a clock on the bottom right, between the wifi signal and power button. Select On-Screen Keyboard. Use this to login and then follow directions on #7

5. Screen is frozen

1. Restart the computer by holding the power button down for 20 seconds, release and push power button again
2. If computer did not turn off, or if it returned to a frozen screen, you will need to hold the power button for a longer period of time

6. No mouse (trackpad not working)

1. Fold the computer so that it is in tablet mode. Screen should be facing the outside. When prompted, click yes on the box at the bottom right. Fold the computer back to laptop mode and click yes again. The mouse should appear
2. Restart the computer by clicking the Windows icon (bottom left), the power button (right above Windows icon) and Restart

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7. Double typing (keys sticking)

1. Once logged in (see #4 if not), click the Windows icon at the bottom left. Type the word "software" (no quotation marks). Note: There will not be a place to type just start typing. Click on Software Center. Once it loads click on Updates. Click Install all (right side of the box). When updates are finished, restart the computer by clicking Restart on the Windows menu

8. Rotated screen

1. On the desktop, right click anywhere there is not a file. Click on Display Settings. Under Orientation, select Landscape
2. Click the Windows icon. Type "Display" (no quotation marks). Note: There will not be a place to type just start typing. Click on Display Settings. Under Orientation, select Landscape

9. Desktop is not showing (only shows app icons)

1. Click the chat looking box to the right of the time/date. Click on tablet mode

10. Wifi not connecting

1. Click on the wifi icon on the bottom right of the screen. If Airplane Mode is blue, click on it to turn it off
2. Click on the wifi icon on the bottom right of the screen. Locate your wifi source and click "Connect"
3. Check for and install any updates. See #7

11. Cannot login to Launch

- 1a. Make sure you are on launch.ocps.net and NOT launchpad.classlink.com
- 1b. Enter your student # as your username. Your password is the one you use to login

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12. Google (Chrome) login issues

1. Use your email login: student#@students.ocps.net. Be sure to type that exactly right. The password is the same as your computer password

13. Launch or websites not displaying correctly

- 1a. Click the button at the top right under the X. Click "Settings". Scroll down and click "Advanced Settings". Click "Clear Browsing Data". Change the Time Range to "All time" and check the Cookies and Cached boxes. Click Clear Data. Close Chrome and restart the computer
- 1b. Once logged in again, click the Windows icon at the bottom left. Type the word "software" (no quotation marks). Note: There will not be a place to type, just start typing. Click on Software Center. Once it loads, click on Updates. Click Install all (right side of the box)
- 1c. When updates are finished, restart the computer by clicking restart on the Windows menu

14. Sound is not working

1. Click the speaker icon on the bottom right. If it has a white X, click on the volume bar to raise the volume
2. Try with and without headphones

15. Computer is slow

1. See #13

16. Cannot see Canvas course

1. Login to Canvas. Click the book icon on the far left. Scroll down and click "All Courses". Locate the course you need

For additional support, email Tina.Petro@ocps.net