

Basic Student Device Troubleshooting

CONNECT TO A WIRELESS NETWORK (WI-FI)

- Open the System Tray in the lower right-hand corner of the screen
- View list of available wireless networks (reboot the device if none are available)
- Select your home network and enter your password
- If the above steps don't work, follow the steps below
 - *Verify the wireless network information*
 - *Make sure the device is not on Airplane Mode*
 - *Reboot the device and try again*

TRACKPAD OR KEYBOARD IS NOT WORKING

- Reboot the device
- Verify that a Function key hasn't disabled the trackpad or keyboard (usually F6 or F8)
- If possible, use an external (wired or wireless) mouse or keyboard

CANNOT LOGIN TO DEVICE

- Reboot the device
 - *Windows should not require a password and should auto-login as a student*
 - *Chromebooks require the password Student! to login as a student*
- If there is a username entered that is not *student@[yourschoolname].org*, select 'Other User' and enter *student@[yourschoolname].org*
 - *The school name should look the same as the school's email address – See page 2 for the list of campus HelpDesk email addresses assigned to your campus*

DEVICE IS FROZEN

- Reboot the device
- Verify that the device is not in the middle of an update
 - *If the device is updating, wait for the update to finish*

AUDIO NOT WORKING CORRECTLY

- Open the System Tray in the lower right-hand corner of the screen and make sure the device is not muted
 - *If the device is not muted and the volume is low, try to raise the volume*
 - *If the above steps don't work, reboot the device and try again*

For families with students attending grades K-12 at the following TX campuses should use the following email addresses if you need IT support:

Forest Heights: info@greatheartsforestheights.org

Irving: info@greatheartsirving.org

Monte Vista: info@greatheartsmontevista.org

Northern Oaks: info@greatheartsnorthernoaks.org

Western Hills: info@greatheartswesternhills.org

We anticipate parents will receive a quicker response via email; however, if you prefer to receive support via phone, you may call the hotline at

480-781-4264

Please visit the Great Hearts Texas Resource page for more details:
www.greatheartsamerica.org/txresources