



TROUBLESHOOTING GUIDE FOR STUDENT LAPTOPS

1LINK/SCHOLOGY/SKYWARD NOT WORKING

Change your password. It needs to be 10- characters or more. If your teacher is changing it, make sure they don't check the boxes.

AUDIO NOT WORKING

(See "Run Updates")

BITLOCKER

Contact our tech contractor.

CAMERA NOT WORKING

First: Run updates (see "Run Updates")

Next: Go to Browser Settings > Privacy and Security > Site Settings > Permissions. Change 'camera' and 'microphone' to 'Sites can ask to use your camera'. Under 'Customized Behaviors', delete Schoology from 'Not allowed to use your camera', if it's there.

CHARGER, NEEDS REPLACEMENT

If you bought insurance, you are allowed TWO claims. We strongly suggest you use the claims wisely and buy a replacement charger off of Amazon. <https://a.co/d/9x2i7iQ>

HARD RESTART

Press the Power Button for 30 seconds. The computer should power off.

INTERNET ACCESS BLOCKED

Completely log out of your laptop. Don't use ID# nor full email; use the email handle [e.g. 'Jenny.S1' instead of 'Jenny.S1@student.fortbendisd.gov']

MICROPHONE NOT WORKING

(See "Camera Not Working")

POWER: NOT POWERING ON, BUT CHARGED

Hard restart.

RUN UPDATES

Go to magnifying glass (in taskbar).

Type 'Updates' and click on 'Check for Updates'.

Click 'Install All'.

SCREEN RESOLUTION ISSUES (DURING TESTS)

First: Restart the laptop

Next: If that didn't work: System > Display > Recommended > 100

SUPPORT TICKET: ASSYST

- Go to: <https://help.fortbendisd.gov>
- Choose Services > IT Services > Hardware Services > Student Hardware Support
- Fill out all fields
 - *Script for describing:* "[Teacher/Student] laptop [name of laptop OR barcode at the bottom] is [insert problem here]. I have [insert what you did to troubleshoot], but it's still not working.
 - *Example:* Student laptop (#AB55BA) is not connecting to wifi. I have run updates, restarted it 3 times, and it's still giving the message: "ERROR_HAHA_AI_WINS".
- Choose "Submit"

WEBSITE, SPECIFIC; NOT WORKING

Browser Settings > Privacy and Security > Site Settings > Additional Permissions > 'Pop-ups and Redirects' > 'Sites can send'

WIFI

First: Disconnect wifi. Reconnect to FBISD_Devices. Next: Check with others around you. The actual wifi network might be down.

After: Ensure you are logged in correctly (see "Internet Access Blocked")

**Did
you
KNOW?**

**Restart.
Run Updates.
Hard restart.**

These fix most issues!



DIDN'T WORK?

**Visit our tech
contractor and/or
put in a Support
Ticket in Assyst.**