

FBISD LAPTOPS

Guide

WON'T TURN ON!

- Connect the laptop to a charger (in the cart) and press the "ON" button.
- *Did it turn on?* It needs to charge. You probably already charged it, but the cables sometimes decide not to charge.
 - *Did it go to a white screen?* Just press ENTER.
 - *Did it stay off?* Put in a Support Portal Ticket.

DOMAIN ERROR

- Click on globe symbol (bottom right corner)
- Select "DISTRICT_DEVICES"
- *Did the globe turn into a Wi-Fi symbol?* Re-attempt login.
- *Did it ask for a password into the Wi-Fi?* Hard restart the laptop and try again. Try 3x before putting in a Support Portal Ticket.

TOO MANY PROFILES

- The laptop is full; Put in a Support Portal Ticket.

SOUND/KEYS STOPPED WORKING

- Hard restart. If it's still happening, it's probably a driver issue. Put in a Support Portal Ticket.

Hard Restart: Press and hold the on/off button on the side for about 30 seconds (or until the laptop shuts off). Wait a few seconds. Press it again, to turn on. This clears MOST problems.

PROBLEM-PREVENTION TIPS

- Try to assign the same laptop to the same student, daily.
 - *Why?* This will keep the laptops from getting full as quickly. Also, this will improve laptop performance.
- Label & number your laptops and teach the students to put them in the correct order.
- *Why?* This will help you figure out which one is missing, quickly. Also, if you borrow a cart, you can figure out which belongs in which cart.
 - Labeling Suggestion: If you have cart 007-00A1-CLC-Toolkit and this is laptop #1, name it "A1-01".
- Check that the laptops are all there at the end of each period.
- Do not lend students laptops; these should stay in your class.
- Keep the lock on the cart, when it's not in use.
- DO NOT GIVE STUDENTS THE CODE

PUTTING IN A SUPPORT PORTAL TICKET

- Go to: <https://support.fortbendisd.com/>
- Use "Hardware Repair" for broken items
- Fill out all fields
 - *Script for describing:* "[Teacher/Student] laptop [name of laptop OR barcode at the bottom] is [problem]. I have [insert your troubleshooting], but it is still not working."
 - *Example:* Student laptop (007-00A1-CLC-01) is not connecting to Wi-Fi. I have restarted it 3 times and it is still giving the message: "You can't tell me what to do."
- Click on "SAVE" (very bottom of the screen, within a black bar that almost blends in with your taskbar)