




Common Computer Issues and Solutions



This document contains answers to the most frequently asked questions of the media center. The tech office has also compiled a list of troubleshooting tips, which can be found [here](#).

1. My computer is running slowly/generally not reacting properly:

Answer: Log into the computer. Click on the START button, () in the lower left side of the screen, click the POWER option ( Power), click RESTART ( Restart) (It may also say "UPDATE AND RESTART" or "UPDATE AND SHUTDOWN". Choose the option that you want to perform)

2. My computer is Shutting down without warning:

Answer: Your computer ran out of battery. When you plug it in each night, make sure the plug is pushed in until it clicks. We do not have extra chargers in the library.

3. NWEA is not installed on my computer:

Answer: Your computer ran out of battery. When you plug it in each night, make sure the plug is pushed in until it clicks. We do not have extra chargers in the library.

4. When logged in, there are large tiles on the screen that will not go away:

Answer: In the lower right hand corner of your screen, there is a button that looks like a talk box (When you hover over it, it says "no new notifications" or "new notifications"). Click that button. The TABLET MODE is blue - click on TABLET MODE to turn it off (it is grey when it is off). **Answer:** Your computer ran out of battery. When you plug it in each night, make sure the plug is pushed in until it clicks. We do not have extra chargers in the library.

5. Chrome is not installed on my computer:

Answer: Click on the search bar at the bottom of the screen where it says TYPE HERE TO SEARCH. Type in "SOFTWARE CENTER". Click on the software center app. Once that is open, click on the search bar in the right hand corner. Search for CHROME. Click to install. If you get a permissions box, just close it and continue to install.

6. My camera isn't working:

Answer: There is a slide bar near the camera. This bar opens and closes the camera.


7. I forgot my computer at home:

Answer: Loaner computers are ONLY available if your computer is out for repairs. They are NOT available if you forgot your computer. You can call your adult and see if they can bring it to you.

8. My SOUND IS NOT WORKING but I can hear when I have headphone plugged in:

Answer: Make sure your headphones are not plugged in. Click on the speaker in the lower right hand corner of your screen. Click on SPEAKERS.

9. Microsoft Teams keeps starting and I don't want it open:

Answer: Click in the SEARCH bar ( Type here to search) at the bottom of the screen. Type "STARTUP" and click on the "STARTUP APPS". Here you will see the list of items that start when you log into your computer. You can click the items that you wish to change.

10. SCHOOLOGY questions/problems:

Answer: Try a different browser. If you are using Chrome, try Edge. Your teacher needs to help you troubleshoot those issues. The librarians are unable to help with that.

11. My ZOOM is not working properly:

Answer: Download zoom client for meetings at <https://zoom.us/download> . Once it is downloaded, click on installer at the bottom of the screen.

12. My computer won't let me click or type where I want it to. (It keeps going to a different spot.):

Answer: Your computer ran out of battery. When you plug it in each night, make sure the plug is pushed in until it clicks. We do not have extra chargers in the library.

13. I am pressing the power button but my computer WILL NOT TURN ON:

Answer: Please follow the directions below to get the laptop restarted.

1. Unplug the charging unit from the laptop
2. Unplug any peripherals, keyboard, mouse, headphones, mic, etc. from the laptop
3. Press and HOLD the power button for 60 seconds then release
4. Plug the charger back into the laptop (verify good connections from the laptop to the AC adapter to the wall)
5. Power the laptop on normally
6. If it powers up and you have the option to "Start Windows Normally", take that option and wait for Windows to load completely
7. Restart the laptop – Click Start, Power, restart (if the option to update and restart is available then do that)

14. My computer WILL NOT TURN ON but green light is on:

Answer: Hold the power button in until the green light turns off (This takes about 15 seconds or so). Once the computer shuts down completely and the green light is off, press the power button again to turn the computer back on. Restart the computer. NOTE: *To avoid this from happening - When shutting down your computer, make sure you allow your computer to completely shut down before closing the lid.