CLASSROOM TROUBLESHOOTING GUIDE

STEP 1: ASK A PEER
STEP 2: ASK THE TEACHER
STEP 3: ASK THE CLASS

HARDWARE

- Does the device power on?
  - Yes: Restart the device.
  - No: Hold the power button down for 10 seconds. Then try and restart.
    - Is the screen cracked?
      - Yes: Get a pass and go to the tech room.
      - No: Plug it in and restart after 3-5 minutes.
    - Still having trouble?
      - Get a pass and go to the tech room.

SOFTWARE

- Are you connected to the Internet?
  - Yes: Move to the wifi column.
    - Are you on the right website?
      - Yes: Access the site from the APPLICATIONS page.
      - No: Press CTRL + ALT + up arrow key on keyboard.
    - Is the screen sideways?
      - Yes: No Logon Servers Error Message.
      - No: Is the device stuck on a screen filled with tiles.
        - Yes: Use Cortana to type “turn off tablet mode”.
        - No: Wait a couple minutes and try again.
  - No: Did your last class use LanSchool? Have your teacher bring you into this class.

WIFI / PASSWORD

- Are you connected to the Internet?
  - Yes: Check to make sure airplane mode is off.
    - Did you forget your password?
      - Yes: Ask your teacher to reset your password at http://mcs-apps/spr.
      - No: Are other students connected?
        - Yes: Is the room access point led blue?
          - Yes: Restart the device.
          - No: Still having trouble?
            - Get a pass and go to the tech room.
        - No: Still having trouble?
          - Get a pass and go to the tech room.
  - No: Select MCS-Wifi.