



I can't exit a program.

- W:** CTRL+ALT+DEL -- Task Manager -- End Task
M: Apple icon -- Force Quit OR command+option+esc

My program won't open.
 My video won't play.
 My website won't load.



- W/M:**
 1. Refresh
 2. Change browser (Firefox, Chrome)



My computer is completely frozen or locked up.

- W:** 1. CTRL+ALT+DEL
 • If your trackpad is frozen, use the arrow keys to select Sign Out
 2. Hard shutdown is a last resort (count to 10, turn back on)
M: 1. Try to Force Quit: Apple icon, OR
 2. Hard shutdown (count to 10, turn back on)

How do I take a screenshot?

- W:** • Select Prt Sc (whole screenshot)
 • Open the 'Snipping Tool' program (partial screenshot)
M: • shift + command + 4 (partial screen)
 • shift + command + 3 (whole screenshot)



I can't print.

- W:** Check the printer location by going to
 • Start Menu
 • Devices and Printers
 • Make sure your building's printer is checked
 • If not, select "Add a printer" and
 • Add a network printer
 • Select your building's printer
 • Remember: to print a Google Doc, it must be converted to a .pdf file. Your computer should do this automatically.
M: You can only print when connected to our server so log in to Citrix.

I can't get any sound to play.

- W/M:**
 • Check the mute key
 • Check the volume level
 • Check your headphones - are they plugged in all the way?



TECHNOLOGY TROUBLESHOOTING TIPS

What do I do when...

W: Windows | **M:** Macbooks



I deleted my document!

- W:** Undo (arrow key in menu).
M: command + Z

I keep losing WiFi.



- W:** Check the wireless network connection (bar icon in lower right hand corner).
 • Select MCS D-BYOD and type in the password warriorwifi if you bring in your own device.
 • Select MCS D - WIFI if you are using a school laptop
 • Double check that Airplane mode is turned off
M: Check WIFI connection
 • Select MCS D-BYOD and type in the password warriorwifi if you bring in your own device.
 • Select MCS D - WIFI if you are using a school laptop



There are pop-ups everywhere!
 I type in one URL and it takes me somewhere else!
 My Google Docs looks strange...

- W/M:**
 • Your laptop may have a virus, malware or adware. If you are the owner of this laptop or device, you will need to install an antivirus software or run an anti-malware program to remove the virus, or have a professional look at it.
 • If this is a school-owned laptop, put in a help desk ticket right away! Don't click on any pop-ups!



My Citrix isn't working.

- W/M:**
 Open a new browser, type:
<https://citrix.mariemontschools.org>



Scholars of today. Leaders of tomorrow.

www.mariemontschools.org

I can't find my Google Doc!

- W/M:** Sign into Google Drive:
 • Check that you are logged into the correct Google account
 • Check the trash can (click on the trash can link on the left)
 • Did someone else create the document? Check for the document under Shared with Me link
 • Search Google drive for any unique word in the document