# **Troubleshooting Tips for Teachers**

## **Icons have Disappeared:**

1. Right click somewhere on the desktop of your computer (Not on an icon)
2. From the menu that pops up choose View
3. Next click on Show Desktop Icons
4. Your icons will Reappear!

## **Chromecast Issues:**

1. Check for the following things
   1. Are you on the right input?
   2. Is the Chromecast plugged in to the back of the TV and into a power supply?
   3. Is the Surge protector power on?
2. When you go to the Chromecast screen, does it show that set up is needed? If so,
   1. Open your Chrome browser and type this URL: chromecast.com/setup
   2. Choose Set up on windows computer
   3. It will search for devices that are not set up.
   4. Click on the device you would like to setup and follow the prompts to name it, add Wi-Fi (CMP-Teacher) and complete the setup.
   5. If your device is not showing up, remove the Chrome Cast Device from the back of the TV and re-insert it
   6. If you still cannot Cast, submit a Tech Ticket

## **My Student Has no Internet:**

1. When facing the open Latitude E4300 series laptop, on the right side of the device (where the disk drive is), there is a wifi switch. This switch turns the wifi on and off
2. If you see red, internet has been turned off, if you see black, the internet is on.
3. If wireless is on and you are still not connecting, restart the computer
4. If you are still unable to connect, make sure you are entering the right Security Key after you click on the appropriate SSID (network connection)
5. If you are still unable to connect, submit a Tech Ticket

## **Adding a Printer:**

1. In the search bar at the bottom of the screen next to the start menu, type devices and printers
2. Hit Enter
3. Choose add a printer
4. Then choose, “the printer the I want isn’t listed”
5. Select the circle next to add a computer using a TCP/IP address
6. Go to your printer
7. Hit the Ok button 3 times. 3 pages will print out – these are the Configuration Pages
8. On page 3, the IP address will be listed (about a 3rd of the way down the page)
9. Now go back to your computer:
   1. Type in the IP address
   2. Select the type of the device, if they do not have the specific device choice choose one similar. (I usually use Brother HL-5370DW).
   3. Name the printer
   4. Choose Do Not Share this Printer
   5. Print a Test Page
   6. Complete Set Up
10. Go to each of the other desktop or laptop computers in the classroom that will be using this printer and do the following:
    1. In the search bar at the bottom of the screen next to the start menu, type Devices and Printers and click the Enter button
    2. Choose Add a Printer from the link at the top of the window
    3. In the window that opens, choose the printer you just installed from the list that appears - look for the BRN number on the Configuration Pages you printed from Step 7 above
    4. Follow the prompts to install the printer
    5. When the install is done, you should click the button to “Print a Test Page”
    6. A test page should come out of the printer, if it does not, you have not done this correctly. Either submit a Tech Ticket or delete the printer and try again.

## **Submitting a Tech Ticket:**

1. Open your Chrome browser and enter: app.mytechdesk.org/signin
2. Your User Name is your email address
3. Your password default is cacmp123
4. Click the Sign In button
5. The Dashboard will load, click on the button to Add New Ticket
6. Fill out the Summary box with a brief description of the challenge
7. Click on the Category drop down menu and choose the category that most closely resembles the device or software you are having difficulty with
8. Go to the Description box and enter as much detail as you can with regard to the nature of the challenge. It is not enough to type, “my computer doesn’t work” as this does not indicate enough detail about what is happening with the computer. Types of description might look like this:
   1. My computer will not turn on. I have checked the power cables are plugged in, the surge protector is on and the monitor is on, but I still cannot see anything on the screen
   2. My printer is not printing. I have changed the toner and/or drum and the computers are still not able to print
   3. Our Internet is not working. This is only happening on one computer and I have checked that the network cable is plugged in properly, but there is a red X on the Network icon by the computer clock
   4. Out Internet is not working. None of the devices in the classroom can get on the Internet. I have checked that all the network cables are plugged into the computer and either the wall, or the little black 8 port hub under the desks
   5. Rosetta Stone will not recognize that a headset/mic is plugged in. I have re-inserted the headset/mic and the students still cannot hear or use the headset/mic
9. In the Assigned To box, use the drop down to assign this Tech Ticket to one of the Computer Tech’s in the list. There are two exceptions:
   1. If this is a curriculum software issue with any Ren Learning product or Learning.com, assign it to your site mentor for that software program. You will find their name and title in the drop down list
   2. If this is a Rosetta Stone software issue, assign it to Mary Percoski, who will review it and, if needed, assign it back to your site R/S Mentor.
   3. Look at the Requested By and Location boxes on the right side of the window to make sure your name and location appear
   4. Click the Save button and your ticket is submitted to the Tech Dept.
   5. **Please check log in and check your ticket status often – you may be asked to provide a response to a question, or a Computer Technician may have left you a message. These will appear at the bottom of the window**

The Technology is happy to help you resolve any challenges you are having with your computer, printer and software programs. One or two Computer Technician’s visit your campus weekly, and will address the Tech Tickets you have submitted in a timely manner. If, after having submitted a Tech Ticket and responding to any requests for more information, you feel that your challenge has not been resolved and the ticket has been closed, please feel free to email Sarah Templeton at [stempleton@cacmp.org](mailto:stempleton@cacmp.org), or Jacky Murray at [jmurray@cacmp.org](mailto:jmurray@cacmp.org)