**Frequently Asked Questions**

**Q: How do I submit a tech ticket?**

1. Go to app.mytechdesk.org/signin
2. Log in using your cacmp email address and your password (default is: cacmp123)
3. In the upper right hand corner please select Add New Ticket
4. **COMPLETELY** Fill out all information necessary with a detailed description of your problem.
5. **Always** include your name in the body of the message, so we know who in the classroom we should contact with questions

**Q: Who do I assign my tech ticket to?**

* Ren Learning Issues: AR or AM Campus Mentor
* Rosetta Stone Issues: Rosetta Stone Campus Mentor
* American River, Orangevale, Shingle Springs or Carmichael Tech issues: Sarah Templeton
* Elk Grove or Capitol: Jacky Murray

**Q: Printer Drum or Toner Light on?**

Please replace the toner or drum in the printer. Do not put in a tech ticket until you have completed these tasks.

When replacing the drum, make sure you slide the green button (at the back of the drum) about 6 times – this cleans the corona wire

**Q: What do I do if my printer has a toner error and replacing the toner didn’t help?**

1. You will need to reset the toner counter on the printer.
2. To do this please google “reset toner counter for Brother (and then include the model Brother printer you have i.e. HL-5470)”
3. Follow the directions found on the webpage for your printer model.

**Q: What do I do if my computer won’t turn on?**

1. Check that the cord is plugged in completely at the back of the computer.
2. Make sure that the surge protector is plugged into the wall
3. Make sure the surge protector is turned on
4. Submit a tech ticket

**Q: What do I do if my password expires?**

1. When logging into your computer, a prompt will appear that says password has expired.
2. Select Ok
3. Follow the prompts to enter your old password and new password
4. Select the arrow or hit enter to save the changes
5. A screen will pop up that confirms the changes. Press ok
6. You will be logged into your account
7. You can also change your password by clicking CTRL+ALT+DEL at any time once you are logged in

**Q: What do I do if I can’t remember my username for Active Directory?**

Usernames are first initial last name. i.e Sarah Templeton= stempleton

**Q: What do I do if I can’t remember my password?**

1. Contact Sarah Templeton or Jacky Murray and request a password reset or
2. Click CTRL+ALT+DEL at the log in screen to reset your password

**Q: How do I log a student into a computer on the domain?**

After passing the CTRL+ALT+DEL screen. Click on Switch User. Click on Other

**UN:** student

**PW:** School!

To go back to the teacher account, you will have to follow the same process as above but put in the teacher username and password.

**Q:** **My Chromebook is having issues loading onto our network or displaying the correct background, what should I do?**

1. Give your Chromebook to your Dean and he/she will either Powerwash it or Wipe It. It only takes a moment or two to reset a Chromebook

**Q: The headphones/Mic no longer works what should I do?**

1. Contact your AR Mentor and have he/she check they are configured properly, if the Mentor cannot find an issue:
2. Submit a Tech Ticket
3. If there is an obvious reason that they no longer work, i.e. they’re broken, please contact your Admin Office and ask for a replacement(s) to be ordered