

# Technology Troubleshooting Guide

In an effort to use the time available more effectively and respond to all repair and assistance requests in a timely fashion, I present to you this helpful troubleshooting guide for some of the most common problems. Many of the assistance requests I respond to could have been easily corrected with a little knowledge by the user. The corrective steps I have listed below do not require any advanced knowledge of computers and anything beyond those steps would be my responsibility to correct. Please work through the steps listed before you submit your work order. Thank you for your cooperation. Mike Eccles - Technology Coordinator

<b>Problem 1 - Computer will not turn on</b>	Yes?
Check to make sure both the computer and monitor are plugged in to a <b>working</b> outlet	
If a power strip is used make sure the power strip is turned on	
Unplug and plug in the power cords	
Make sure monitor is turned on – power button	
Submit a work order	

<b>Problem 2 - Cannot connect to the network</b>	Yes?
Check to make sure the network cable is securely connected to your computer and the port on the box on the gray strip on the wall. Reseat them if necessary.	
Have you made sure you have entered your <b>Pinellas Domain</b> passwords correctly	
Have you tried the other ports on the box on the wall? Usually only one is active.	
Shut down and restart your computer. Try again.	
Does the cable show signs of breakage?	
Submit a work order.	

<b>Problem 3 - Cannot print to network printers</b>	Yes?
All users – make sure you have a network connection. See Problem 2.	
Mac users – drag the printer icon on the desktop to the trash and empty it. Go to <b>chooser</b> and reselect the correct network printer. Click the setup button and exit this dialog box. Try to print.	
Windows users – Go to the <b>Control Panel / Printers</b> and make sure the printer you want to print to is set to be the default printer. Right click the printer icon and select ‘Make default printer’. If there are no printer icons here – submit a work order.	
All users – make sure the network printer is turned on and has paper in the tray.	
All users – make sure the printer is not jammed	
Submit a work order	

<b>Problem 4 - Cannot connect to SASI</b>	Yes?
Make sure you have a network connection. Check to see if you can access the Internet, PLACES or: Mac users – <b>Chooser / AppleTalk</b> Windows users - the <b>Network Neighborhood</b> icon on the desktop. See Problem 2 to check network connection.	
Have you made sure you have entered your <b>Pinellas Domain</b> passwords correctly	
Make sure you have used your correct SASI password. Try a couple of times.	
Make sure you have your computer clock set to the correct day. This is found in the <b>Control Panels</b> of both Mac and Windows machines.	
Shut down and restart your computer. Try again.	
Submit a work order.	

<b>Problem 5 - Cannot connect to IGPRO</b>	Yes?
Make sure you have a network connection. Check to see if you can access the Internet, PLACES or: Mac users – Chooser / AppleTalk Windows users - the Network Neighborhood icon on the desktop. See Problem 2 to check network connection	
Make sure you have used your correct IGPRO password. Try a couple of times.	
Shut down and restart your computer. Try again	
Submit a work order	

<b>Problem 6 - Cannot copy files to or from floppy drive</b>	Yes?
Make sure the floppy disk does not have the ‘Write protect’ notch open.	
Check the floppy disk for damage to the part that slides over the read write window on the disk.	
Try a different floppy disk. Does the computer read from that disk? If so, your first disk is bad.	
Is the floppy disk properly inserted. Eject the disk and reseal it.	
Submit a work order	

<b>Problem 7 - Computer locks up and nothing will run</b>	Yes?
Windows users – Altogether, press the Ctrl, Alt, and Delete keys. Windows 98 users will see a list of applications select any that are displayed as not running and click the ‘End Task’ button or the shutdown button. Windows 2000, XP users will see a ‘Windows Security’ window, click the ‘Task Manager’ button. Select the application that is displayed as not running and click the ‘End Task’ button. If this option does not unlock the computer, press and hold the power button in for 5-7 seconds until the computer shuts down. Restart the computer.	
Mac users – pres the restart button, usually a small button with a wedge shape on it.	
Submit a work order	

<b>Problem 8 - Cannot remember my Pinellas Domain password</b>	Yes?
Check the password data form you should have filled out. Your department chairpersons should have given you one.	
Has it been <b>90</b> days or more since you last changed your password? If so it has expired. See next line	
Call the District Help Desk at 588-6060	

<b>Problem 9 - Cannot remember my PLACES username and password</b>	Yes?
Check the password data form you should have filled out. Your department chairpersons should have given you one. Your password would not have changed unless you changed it	
Submit a work order	

<b>Problem 10 - Cannot remember my SASI username and password</b>	Yes?
Check the password data form you should have filled out. Your department chairpersons should have given you one. Your password would not have changed unless you changed it	
Call the District Help Desk at 588-6060	

<b>Problem 11 - Cannot remember my IGPRO username and password</b>	Yes?
Check the password data form you should have filled out. Your department chairpersons should have given you one. Your password would not have changed unless you changed it.	
Submit a work order	