

Quick Tips for Teachers

Steps to try before submitting a work order, or emailing or calling

QUICK TROUBLESHOOTING TIPS TO TRY BEFORE A WORK ORDER OR PHONE CALL

1. Restart the device: Restarting is like a getting a full night's sleep—it clears memory and restores the device's inner workings. To restart, right click on the Windows Icon, and select restart.
2. Check your Wi-Fi signal:, if it's only a couple of bars, try to move closer to the WiFi Access Point
3. Clear the web browser's cache and cookies: This helps the device start with a fresh slate of information. Here's how to [clear the cache and cookies on different browsers and devices](#).
4. On your 2-in-1 device, remove all non-district peripherals (web cameras, headphones, microphones, monitors, USB Devices, that have been connected to the 2-in-1 Device.