WHAT TO DO BEFORE FILLING OUT A TECH REQUEST FORM

GREENLAND TECHNOLOGY DEPARTMENT

Below are steps you can take in resolving technological issues before filling out a tech request form. The procedures are some of the first steps when resolving technology issues. 90 percent of the technology issues may be resolved by following these tips.

1. **THE MOST IMPORTANT STEP:** Unplug the power cord (the cord in the back of the machine), wait 20 seconds, and then plug it back in. This allows your machine to go into a power cycle and will usually resolve most issues.

2. **BE SURE ALL CABLES ARE SECURE:** Check all of your cables in the back of the machine, and where they go to the wall. Make sure the cables are in their ports securely. If they are loose and easily falling out, then this may be why you are having an issue.

3. **LOGIN WITH YOUR ACCOUNT:** When you get to the login screen be sure you are logging in correctly. If you are unable to login to your computer, then go to another teacher and **fill out a tech request form**. Issues with logging in must be resolved by the tech department.

4. **CHECK YOUR INTERNET CONNECTION:** If you were able to login, but are not able to get online then look at the bottom right portion of your screen. In the bottom right corner, you should see either a wireless icon (this looks like bars projecting outward from a dot, or cell phone signal bars), or a computer monitor with a cord on its left side. If there is a red X through the computer monitor with a cord on its left side then restart your computer and check your cables. If that does not work, **fill out a tech request form**. If your wireless Internet has a red X through it, left-click on the icon to see if you can connect to another network. The wireless networks should appear as: GSD-Wireless, GSD-Test, and GSD-Guest. If you cannot connect to any of the options, then **fill out a tech request form**.

5. **GIVE IT A COUPLE OF MINUTES:** We know your time is valuable, but we advise you to wait at least 2 minutes before submitting a tech request. This step is mainly for people who cannot login due to the "There are no logon servers available" error, and for those who are having trouble getting Internet connectivity. Sometimes the computers take some time to join our network. This issue usually happens early in the morning.

These steps can be applied to all technology on campus. SMART Boards, Laptops, Desktops, iPads, Chromebooks, etc. If you followed these steps and are still having issues then **fill out a tech request form**. We ask that you do not pull us from the hallways or only email us the issue. The tech request form helps us stay organized so we can get things done in a timely manner. If you have questions about an issue you have submitted, you are more than welcome to email us. We would be happy to assist you, and keep you in the loop about the progress of your request.