


# RCSS Tech Help Desk

## Teachers & Staff

### Helpful Hints and Tips

## Things to Try First

### Computer screen not showing on Smartboard try these options:

- \*Press Windows key  and F8 at the same time.
- \*Click on Start and Connect to a Projector, then on Duplicate
- \*Right click on desktop and find the menu for Graphics Options. Click Clone, Output to Screen and then first option.

### Websites that worked in the past are suddenly unresponsive:

- \*With browser open:
  - Click on dotted menu on the upper right side of screen
  - select history -- select clear browsing data(on left)
  - click clear data -- refresh browser
  - check top right corner in browser bar to see if popups are blocked.

### Laptop will not log on:

- \*Check to sure wireless button is on. Usually a slide button on the side of the machine. Red means it is off. Slide to ON position.
- \*Check to be sure laptop is connected to the Ethernet cord and cord is connected to drop on wall.
- \*Restart Laptop

### Chromebook will not log on:

- Power down and Restart
- Check Date on Lower Right and Reset if Necessary

### Student Google or Computer Login does not work:

- Send to Ms. Johnson-Mills
- Do **not** send for issues with iCloud/Canvas/PowerSchool

### Do Submit Ticket

- \*To connect to Printer/Copier (need printer number from front of machine and printer location)
- \*If machine will not logon after trying steps above
- \*To install Software/Programs
- \*If projector will not power on

### Do NOT Submit Ticket

- \*For Dead Laptop Battery
- \*Jammed Printer or Call Service Message
- \*Bad Speakers
- \*Passwords not working -- student or teacher

# HOW TO FIND YOUR INFORMATION



My Machine 2.0

File Group Policy About

Current User  
Heather  
Johnson

Operating System  
Microsoft Windows 7  
32-bit

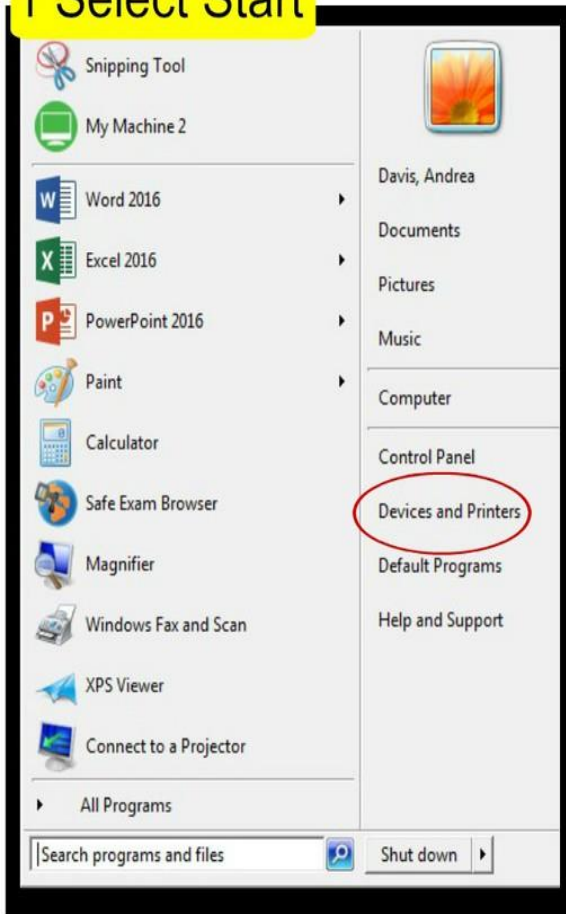
Computer Information	
Bios Version	A06
Computer Name	H3181ML000MCO00
Model	Latitude E6510
Service Tag	7BNJ3Q1
Total Memory	3.48 GB
UserName	RCS\hjohnson-mills
OS Version	6.1.7601

IPAddress (1) | IPAddress (2) | Printers | SCCM Client | Assigned Apps

Property	Value
Adapter Name	Intel(R) 82577LM Gigabit Network Conn...
IPAddress	10.15.16.81
Subnet	255.255.240.0
Default Gateway	10.15.16.1
MAC Address	5C:26:0A:41:19:F6
Domain	rcs.local

# How to See Your Printers and Set Default

## 1 Select Start



## 2



## 3

