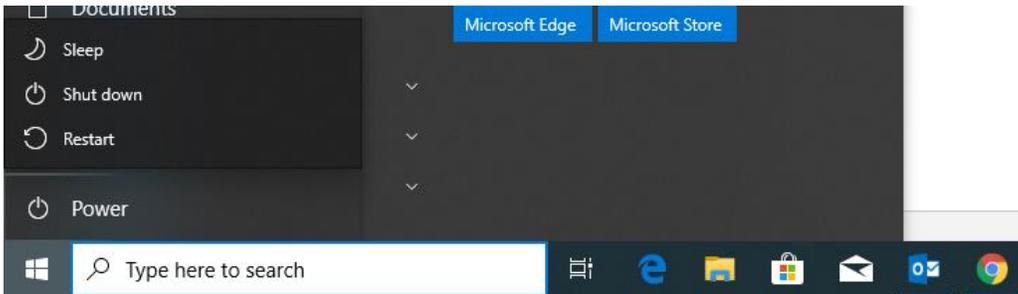


Laptop Reminders:

- Only hold the laptop by the bottom. Touching the screen area can damage the screen and result in repair costs.
- Charge your laptop daily.
- Shut down the laptop properly when finished working. Click the **Start Window** bottom left of screen, choose **Power**, choose **Shutdown**. Wait until laptop is completely powered off and close the screen.
- If you are having issues with your computer, restart the computer from the Start Window. Click the **Start Window**, choose **Power**, choose **Restart**. Restarting the computer can resolve most issues.



Frequently Asked Questions:

What should I do if my Wi-Fi disconnects? Make sure your Wi-Fi router is on. Restart your computer. If this still does not resolve the problem, restart your wireless router (at home), and then restart your computer.

What should I do if my laptop is damaged? Call the school and return the laptop to school immediately. Any damage done to the device that is deemed to be vandalism will result in the student/parent being responsible for repair cost.

What should I do if my laptop is stolen? Notify the school immediately that the device is missing or stolen. If you think the device has been stolen, a police report will be required within 24 hours. Failure to provide a police report can result in the student/parent being responsible for the total device replacement cost.

What should I do if Microsoft Word is not working? Restart your computer. If this does not work, call the school and schedule a time to bring the laptop in to repair the Microsoft Word app. You may continue to use Microsoft Word online by going to login.microsoftonline.com and logging in to your Office 365.

What should I do if I cannot log in to Schoology? Make sure you are logging in to [Florence5.schoology.com](https://florence5.schoology.com). Try logging into your Office 365 Email at login.microsoftonline.com first and then log in the [Florence5.schoology.com](https://florence5.schoology.com).

What should I do if a file will not play or open online? Try a different browser. The laptops have Chrome, Mozilla Firefox, and Edge. If something is not working properly in one of these browsers, try a different one.

What should I do if I cannot remember my password for Office 365 or Schoology? You may complete the password security questions from Office 365 so that if you ever forget your password, you will be able to reset it yourself. If this does not work, call the school.

What should I do if my assignments will not submit in Schoology? Restart the computer. Your Internet may have disconnected. If your Internet disconnects frequently, it is a good idea to download your assignments, complete them, and upload them when finished. Try a different browser (Chrome, Edge or Firefox). For additional information and tips on using Schoology, view the technology tutorials and help documents at: <https://jhs.fsd5.org/student-tech>.