Laptop Trouble Shooting Tips

Here are a few reminders to help students keep their laptops in good condition:

1. Require students to **properly restart their laptops at the beginning of each day**, and allow time for them to log out at the end of each day. Students should click restart rather than hold down the power button.

2. Make sure students press the power button to **turn off the screen before they close the laptop**.

3. If a student is unable to log into their device or cannot access the Internet, please check to make sure the device is connected to the **RCSD1 wireless network** and it is **not in airline mode**. Click the wireless icon to find this information.
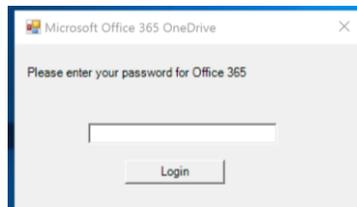

CHS Library Policy Reminder – *After attempting the troubleshooting steps above, students may visit the library to report concerns with a pass from a staff member. To reset passwords or find user names, please follow the steps below.*

Student Network Accounts:

- Students have access to e-mail and can log into Office 365 at **login.microsoftonline.com**. Please remind students to adhere to AUP and that all correspondence is monitored by Richland One.
- Each student should save documents to his/her **One Drive**. After logging into a computer, students should enter their password into the One Drive Mapper. This will allow students to save files in One Drive and access them from any computer. Students must use a desktop computer to print.

- Like staff, student usernames are the prefix of their e-mail accounts and can be found in the Outlook address book. All staff members have access to student user names when logged into Outlook e-mail.
- All staff members have access to the password reset tool. Look for this icon in the Teacher Menu folder or type "password" in the Search bar:

1. When this dialog box (pictured here) opens, click "yes" to begin.
2. You must enter the student's username into the reset tool.
3. After resetting, the default password will be **R1student**. Restarting the laptop after changing the password is recommended.