


# Laptop Troubleshooting

*Trouble with your laptop? Try these easy steps to fix common issues before coming to the Help Desk. If these steps do not resolve the problem, feel free to visit us, or send your issue by email, using either your computer or asking a friend or teacher, to [helpdesk@stu.hart.kyschools.us](mailto:helpdesk@stu.hart.kyschools.us). If you do not receive a response within 20 minutes, please come to the help desk.*

[\[computer acting funny\]](#) [\[missing printer\]](#)  
[\[slow internet or proxy message\]](#) [\[wireless connectivity\]](#)  
[\[email password problems\]](#) [\[email account disabled\]](#)

## General Computer Problems

### **Problem: Computer acting funny?**

- Solution:**
1. Restart your computer. Re-starting the computer resets a number of settings and clears working memory which can fix many common problems.
  2. If the problems continue, you may need to restore your computer to an earlier time. This will reset additional system settings on your computer and perhaps uninstall recently added programs but will not remove any files or documents. Just follow these steps. *Note: This process may take several minutes, so allow plenty of time for the computer to restore and reboot before you can use it again.*
    - a. Click the "Start" button 
    - b. Choose "Control Panel"
    - c. Choose "System and Security"
    - d. Under "Action Center" choose "Restore this computer to an earlier time"
    - e. Click "Open System Restore"
    - f. Choose a restore point from the list on the screen
    - g. Click "Next"
    - h. Click "Next"
    - i. Click "Finish"

### **Problem: Missing a printer?**

**Solution:** *Install the desired printer(s) using these steps . . .*


1. When at the print menu, click the drop down to make sure that none of the following printers are there: Help Desk, Media Center, or Room 45.
2. If they are not, click the "Start Menu" in the taskbar.
3. Click "Control Panel" on the right.
4. Under "Hardware and Sound" click "View devices and printers."
5. At the top, click "Add a printer."
6. Click "Add a network, wireless, or Bluetooth printer."

7. Click "The printer I want wasn't listed."
8. Under the box that says "Select a shared printer by name," type "\\e245WDS\".
9. Hit the down arrow on your computer. The names of several devices should appear.
10. Click on the printer you wish to add.
11. Click "Next."
12. Click "Finish."
13. Go back to your document and print.

## Internet Problems

### ***Problem: Can't connect?***

*Solution: Check your connection to the wireless network . . .*

1. Look on your physical computer. At the bottom by the silver sticker, there should be four lights.
2. Look for the *fourth* light. It looks like a cell phone tower.
3. If this is on, proceed to the next set of directions.
4. If not, hold down the function ("Fn") key (beside the "control" key) and tap the "F6" key once. The light should now be on.
5. Click the wireless icon on the bottom, right-hand corner of your screen.  It should show your computer as being connected to "HCHS-LT."
6. If you still cannot connect, proceed to the next set of directions.

### ***Problem: Internet slow or receiving a "proxy error?"***

*Solution: Check your proxy settings . . .*

1. Open Internet Explorer and click "Tools" in the top right corner of the screen.
2. Click "Internet Options" at the bottom of the drop-down.
3. Click the "Connections" tab at the top.
4. Click the "LAN Settings" button at the bottom.
5. If you are at school, be sure that the "Use a proxy server for your LAN" box is checked. If at home, uncheck it.
6. Close your browser and then reopen it.
7. If this does not fix the problem, repeat steps 1-4 again. Make sure that the "Address" box reads "proxy.central.hart.k12.ky.us" and the "Port" box reads "8080".
8. Close your browser and reopen it.

## Email Problems

### ***Problem: Username or password not working?***

*Solution: Double check your username.*

Make sure that you have the correct username. Email addresses/usernames follow this protocol:

first-name.last-name@stu.hart.kyschools.us

*NOTE: If your network username for the computer has a "2" or other number in it, there is usually one in your email, right after your last name.*

1. Your email password is the same as the network password you use to log onto the computer.
2. Make sure that your password is at least six characters long, with no spaces, periods, special characters, etc.
3. If your password doesn't meet these criteria, change it. To do this, hit "Ctrl+Alt+Delete," click "Change Password," and follow the on-screen instructions.
4. Exit out of your browser and reopen it, then try to log into your email again. *NOTE: It may take up to 30 minutes for your new password to take effect.*

***Problem: Email account is locked or disabled?***

*Solution:* If it is not urgent for you to log onto your email, simply wait a full day for your account to be re-set automatically. If it is urgent, or waiting did not fix the problem, go straight to **Mrs. Willian**, the high school CIT (curriculum/instruction/technology specialist). Her office is in the room beside the Help Desk at the start of 2<sup>nd</sup> Hall.

***If you have any further problems, feel free to come visit or email us.***

***We will be glad to help!***

***[helpdesk@stu.hart.kyschools.us](mailto:helpdesk@stu.hart.kyschools.us)***