



# Technology FAQs Sheet

## Things to try if your computer is having problems.

### #1 Reasons the Computer will not start.

- a. The computer may not be charging properly so plug in the power cord. Make sure the power plug that plugs into the wall outlet is connected fully to the black charging box. Un-plug and re-plug in to make sure.
- b. The computer is asleep and won't wake up. Restart the computer using restart directions below.

### #2 You click the "Login with Active Directory" button, but Clever does not open.

Most likely the server is busy. Click the  in the upper right-hand corner or the refresh button  in the upper left-hand corner. If the system is overloaded, you may have to do this more than once.

### #2 The computer is doing strange things.

- a. The mouse pointer will not move.
- b. The keyboard will not work.
- c. Programs are not working properly.
- d. Any other problems.

**To solve any of these problems restart the computer using restart directions below.**

\*\*\*When someone brings me a computer that is not working properly, the first thing I do is to restart the computer and usually the problem disappears.\*\*\*

### How to restart the computer.

The power button is on the right side of some of our computers and above the keyboard on the other computers. Press and hold the power button while saying 1001, 1002, 1003, 1004, 1005, 1006, 1007, 1008, 1009, 1010. Take your finger off the button. Wait a few seconds and then press and release the power button to restart the computer.