



CHIPPEWA VALLEY SCHOOLS

ROCK YOUR TECHNOLOGY

PARENT NEWSLETTER

Updates and Information about 1:1 Technology

SET LIST

- Troubleshooting Student Laptops
- Links to Troubleshooting Guides

TROUBLESHOOTING LAPTOPS

- In many cases, simply rebooting the computer will solve most issues. If completely stuck, first try force-quitting the program and then a reboot.
- Problems that are unable to be resolved by students or the classroom teacher should be addressed at the Media Center. The Media Center staff will provide assistance and determine whether the machine needs to be sent in for repair. If a laptop has to be sent away, the student will be issued a loaner until it returns.
- Student Helpdesk:
<https://studenthelpdesk.cvs.k12.mi.us/portal>
- There are also many help documents available on the Schoology Rock Your Technology Course that is available to all students in their course listings.

TROUBLESHOOTING GUIDES

Below are links to our step by step troubleshooting guides. These cover six of the most basic and useful troubleshooting methods when it comes to working with a computer. Click on each link below to see the steps needed to complete the task.

[Restart Your Computer](#)

[Check Your Wi-Fi](#)

[Using Chrome?](#)

[Screen Frozen?](#)

[Clear Your Cache and Cookies](#)

[Use an Incognito Window](#)

PROTECTIVE CASES

To prevent damage that you could be fined for, make sure your student is using the district provided protective case at all times.



IMPORTANT: SHUTTING DOWN AT NIGHT

Help remind your student to shut down their district laptop at night! Shutting down allows the laptop to charge properly as well as receive important district updates!