



Common Issues and How to Resolve Them

Student can't connect to school BYOD network

- Make sure that the device is connected to **BYOD_GHS**, you may need to enter the passphrase: **geraldinehs**
- Once the authentication page appears, get the user to login with their credentials.
- If the authentication page doesn't appear, **restart the computer** and try connecting again.
- If it's still not appearing, open web browser and type **1.1.2.2**
- Still not working? Try a different web browser. Sometimes MS Edge and Internet Explorer have a lot of security settings, try Google Chrome
- Still not working? Escalate to a New Era technician

Device won't turn on

- Does it have power? (Seems silly but it happens!)
- If the device is a laptop, does the battery have charge? If you have the charger but it doesn't appear to be charging, can you test it with another charger?
- Most laptops have a battery reset function. Google the make and model of the device with "battery reset". Usually, holding down the power button for about 20 seconds will do this.
- Some manufactures will guide you through taking apart the laptop to remove the battery, don't do this. Escalate to a New Era technician

Files Open in the Wrong Program in Windows

- You can change which program a file uses by default in Windows. This is especially useful for changing internet browsers
- Click on the **Start** menu and choosing **Settings**. In the "Find a setting" search box, type in "default app settings". Here you can choose what app opens each type of file and specify an app for different file extensions.

Device is Out of Space

- Don't delete stuff on behalf of the user. Instead, show them to find **Disk Cleanup** (Windows). Find this by clicking on the **Start** button, then type in "Disk cleanup". On a Mac, try emptying the **Trash** by opening **Trash** on the **Dock**, then click "Empty".
- Make sure you check with the user before doing either of those steps.
- Another trick is to get the user to clean out their **Downloads** folder. Make sure to empty the **Recycle Bin/Trash** after doing this – again, check with the user beforehand!

Device is Making a Loud Noise/Overheating

- Likely a hardware problem. Escalate to a New Era technician, the device may need to be fixed by an authorised repairer.
- Don't try to take apart the device yourself

Screen Cracked or Other Hardware Problems

- Escalate to a New Era technician, the device may need to be fixed by an authorised repairer.
- Don't try to take apart the device yourself

BSOD (Blue Screen of Death Windows) or Flashing Folder on Startup (Mac)

- Try restarting the device, if the error continues to cycle, see a New Era technician



Windows Updates Taking Ages

- Be patient, these can take up to an hour if the device hasn't been turned off for a while
- Don't force restart the device, you could do some damage

Things to Remember:

- Google is your friend!
- If you're unsure of anything, check with a New Era technician