




GST BOCES

Troubleshooting & Technical Support Guide for the Network Computer User

- Please have as much information as possible ready **when calling the Help Desk** so they can help resolve your problem. You may be asked one or more of the following when you call the Help Desk:
 - **When does the problem occur?** (i.e. – when you try closing a program, when you shut down...)
 - **Time of day the problem occurs** (because the network might have been down at the time)
 - **What were you doing and what applications were you using?**
 - **What error messages did you receive** if any (be specific)?
- Follow these steps when logging on or off the network:
 - Switch on your **monitor** (check for a green or yellow light in front of the monitor when it is on) 
 - Switch on the **CPU** (check for a green or yellow light indicating that the CPU is on) 
 - If you can't connect to the network, check your network cable (long blue cable on the back of the CPU) 
 - When the system or programs fail, or if you can't log in, try re-booting the computer before calling the Help Desk. Rebooting may help solve the problem you are experiencing.
 - Check that the **CAPS LOCK** is off
 - Know your user name and password. User names vary depending on district. Normally your user name is your first initial and last name.
 - Record error messages when logging in. If the **SYSTEM CANNOT LOG YOU IN**, repeat the log in steps.
 - When logging into Windows/E-mail or another program on your computer, be sure you are using the correct password.
 - If you do not know your user name or password, contact the Help Desk (**795-5324**)
 - Give your supervisor's name so the information can be emailed to him/her for security purposes.
 - **NOTE:** Policy prohibits releasing passwords to the individual user.
- When a program you are using stops working:
 - Press **CTRL+ALT+DEL** on your keyboard and click **TASK MANAGER** to end programs that are not responding
 - Try shutting down and rebooting your machine