

# DEVICE TROUBLESHOOTING

## BUILDING TECH

The tech is your resource for **ALL** technology problems - including broken cases, keyboards, and screens.

- They are here most mornings.
- If the tech is gone, put in a tech ticket.

**YOU CAN FIND THE BUILDING TECH IN ROOM 404.**

## HARD RESTART

Hold down the **Power button** and the **Down Volume** button until you see the white Windows icon appear.

- It takes a long time – about 15 seconds.
- Don't let up until the Windows icon appears.
- Don't be fooled by other things that pop up on the screen. Wait for the Windows icon. Seriously.
- If your fingers don't hurt, you're not doing it right.

## HARD RESTART

fixes almost all issues

**RUN UPDATES**

**CLEAR CACHE**

**TECH TICKET**

## TECH TICKET

Remember All tech issues go through Technology.

- Use the icon on your desktop if possible.
- Use QR code if you can't.



## CLEAR CHROME CACHE

This especially helps with websites you run through Chrome, such as your Science and Math sites.

- In Chrome, click on the three dots.
- Choose More Tools > Clear Browsing Data.
- Choose Clear Data.

## RUN UPDATES



If you have an orange or red dot next to your Windows icon, then run the update!

- Click on the Windows icon > Power button > Update and Restart.

