

# Student Laptop Troubleshooting

## WiFi issues

**NOTE:** It is good practice and also recommended to Restart (not Shut Down but Restart) your laptop AT LEAST once a week. This allows Windows Updates and other updates and installations to complete and flush anything else the computer needs to. This is the first thing that should be tried when troubleshooting as this will resolves many issues on it's own.

**Step 1:** Verify that the Wireless device on the laptop is on and “Airplane Mode” is off. (Click on the WiFi icon in the bottom right of the screen. They should appear like this:   ). Once the WiFi is on, you should see a list of networks that are in range.

**Note:** Student laptops may also have a shortcut to enable/disable WiFi. For Lenovo's it is Fn+F8 (F8 alone if the light on the ESC key is on). For HP laptops it is FN+F12. For Dell it is FN+HOME

**Step 2:** Verify you are connected to YOUR WiFi network by clicking on the  (located at the bottom right of your screen), selecting their network name, clicking  followed by your network password. Once connected, it will say “CONNECTED”

**NOTE:** If Comcast is your Internet Service Provider (ISP) and the router is from them, the router should have a label on it with the network name (SSID) and password on them. If you do not see this network name, then either the network name and/or password has been changed and you would have to verify the name with whoever set it up or contact your ISP for help on changing it back.

**Step 3:** Once you verify that you are connected to your network, if not already, log in.

**Note:** It may take 30 seconds to a minute for Anywhere Access to turn on and start working. Anywhere access allows getting to certain SPS websites that users normally wouldn't be able to access otherwise.

**Step 4:** Try browsing the web using Chrome or Edge browsers. If one isn't working, try the other.

**Step 5:** If none of the above work, you may also use an ethernet cable to connect your router to your laptop and get wired internet instead. Once plugged in, if there is a connection with network/internet, you should see blinking lights inside where the connection is. If you still do not see any lights/activity, it could be possible that your router is not working and must contact your ISP (if the router is rented/supplied from them).

**NOTE:** Student Lenovo and HP laptops have this connector but student Dell's require a dongle/adaptor to go from USB to ethernet.

**Step 6:** Once connected to internet via ethernet, let the computer stay connected for about 15 minutes (computer can be used while you wait), then restart (not a shut down but restart) the computer, disconnect the ethernet cable and try using a wireless network.

**Step 7:** If it still does not work, reconnect the ethernet cable, open the Software Center (click on the  in the lower left corner, typing Software Center and selecting it from the menu). Locate “At Home Readiness” and then “Install”.

**Step 8:** The Readiness Checker will run and when finished, will require a restart.

**Step 9:** Disconnect the ethernet cable and try connecting via wireless network again.

**Step 10:** If you still cannot connect to the network, you (along with a parent/guardian) may have to bring the laptop to the closest school and be close enough to the building to connect to the SPS WiFi.

**Step 11:** Once connected, power on the laptop, wait 2 minutes, log into the laptop and leave it on for 15 minutes (can be used while you wait).

**Step 12:** After the 15 minutes, open the Software Center (click on the  in the lower left, type Software Center and select it when it comes up.)

**Step 13:** Locate and select At Home Readiness checker and install it.

**Step 14:** Once the Readiness checker finishes, it will ask you to Restart the laptop.

**NOTE:** If the Readiness checker takes longer than 10 minutes, restart the laptop and try again.

**Step 15:** Restart (not Shut Down but Restart) the laptop, wait 2 minutes and log back in to test the internet connection. If it works, you should now be ok to try connecting to the wireless at home or any other location.

**NOTE:** If at this point it is still not working, the computer will need to be serviced/replaced. Contact IT in the Student Help Desk in Microsoft Teams for further instruction.