

Level 1 Technical Support Guide

1. Cannot access project folders or NCIL

- a. Verify that they are logged into their @laschools.org account in Chrome
 - i. Logs out occasionally or they logged into @lausd.net or personal account.
- b. Possible folder permission issue
 - i. Check the main folder permissions under “share” are correct (Staff member or Specialty Group) ... Need to be a “Contributor”
 - 1. If not, contact assigned analyst to correct.
 - 2. If correct, refer back to 1A.
- c. NCIL permission issue
 - i. If permissions under 1B are correct but access issue exists for NCIL, contact assigned analyst to correct.

2. Cannot get email on phone and/or computer

- a. Re-enter password in settings
 - i. Logs out occasionally due to being off LAUSD network
- b. CP forgot to renew SSO before expiration
 - i. Follow guides. In “Job Aids & Checklist” folder.
 - 1. [Link](#)
 - 2. One Access needs to be accessed from the LAUSD network or Global Protect.
 - 3. Once submitted following guide, a verification code is sent to the personal email address used. This code needs entered to complete the process.
- c. Verify account is not locked. Use a computer connected to the LAUSD network to login with SSO
 - i. If locked, contact ITS

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3. Cannot access COLIN

- a. Not on LAUSD network or not using Global Protect
- b. CP forgot to renew SSO before expiration
 - i. Follow guides
- c. COLIN is down or not working correctly
 - i. Try tomorrow or try again at another site
- d. If not a-c, then account may be locked. See 2c. Not logging in with @lausd.net email

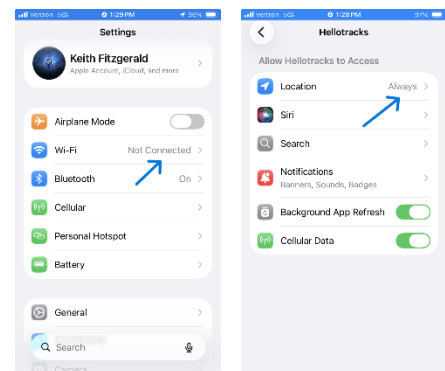
4. SSO renewed but locked out of COLIN/Computer and/or not receiving

E-mail

- a. Renewed SSO incorrectly through one access
 - i. Was the correct location used?
 - 1. Do not use project site as location.
 - 2. If an incorrect location was used, have staff call ITS to cancel requests and walk through submitting a new request.
 - a. Note: You cannot have more than one request open
 - ii. Location being incorrect is the most common but could be other factors such as other input errors or a locked account.
 - 1. Call ITS to either void one access request following guide to submit new request or to unlock account.

5. Hello Tracks

- a. Not Tracking Properly
 - i. Make sure not on LAUSD Wi-Fi
 - ii. Make sure location set to “always”



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6. Computer not charging

- a. Check another charger or outlet to see if it works
- b. Check to make sure plug connection into charger box is firmly seated
- c. If a or b does not work ... then may need to exchange



7. Phone does not charge

- a. Make sure port is clean of lint/dirt
- b. Try another charger/cable to see if it works
- c. If a or b does not work ... then may need to exchange

8. Phone has low to no volume or speaker does not work

- a. Clean phone speaker/microphone areas with Isopropyl Alcohol.
- b. If this does not work ... then may need to exchange

9. Cost Codes not staying in COLIN

- a. Make sure on LAUSD network and not Global Protect VPN
- b. Follow video for fix when using Global Protect VPN
 - i. On “Inspector Links” page ... [Link](#)
- c. If new employee first month ... E-mail to Socorro Leano

10. Add a Printer ... Submit an IT Ticket. Make sure “Facilities” is used

11. File not opening in Acrobat

- a. In settings, default program for “.pdf” not set to Adobe Acrobat XI
 - i. Search for “default program” in start menu to change

12. Forgot @laschools.org password

- a. Submit an IT Ticket. Make sure “Facilities” is used. A link to reset password will be sent to your lausd.net e-mail.