Device Maintenance and Troubleshooting Guide

General Tips

1. Restart your computer at least once a week to improve speed & security. Run updates if available
2. Limit the number of tabs or programs you run at the same time or to improve speed
3. Limit number of devices and streaming (Xbox, Netflix, etc.) on your wifi for better performance
4. When on video calls, follow these tips

Internet Issues

1. Refresh the page (click [C] or f5 on most keyboards)
2. Check Internet connection (how to on windows, chromebook, mac, iPad)
3. Check to see if a pop-up or notification is present (e.g. "You need to enable Flash") Guide on allowing Flash in Google Chrome
4. Clear browsing history (how to clear browsing history in Google Chrome)
5. Close browser and try the website in a different browser (e.g. Google Chrome instead of Microsoft Edge)
6. Restart computer

*If you are unable to use a site or program that you think you should be able to use, email Help Desk to request that it be unblocked.

General Windows desktop / laptop issues

1. If program freezes, click **ctrl+alt+delete**, choose **Start Task Manager**, and end tasks that are "not responding".
2. If that doesn't work or you can't access the task manager, just hold the power button until the computer shuts down and restart it afterwards.
3. More Windows troubleshooting tips / Mac troubleshooting tips

Chromebook issues

1. Follow steps listed above
2. See more Chromebook troubleshooting tips

iPad / Tablet Issues

1. If an app freezes, click Home button twice and close the app by sliding it up and off screen
2. If a webpage or web page element won't load, it could be blocked or not supported