

Internet Troubleshooting Guide

Pre-Check: Always confirm the device type first. Ensure the device is connected to: OCSB Domain (if school-owned) or BYOD (personal). **NEVER use Guest**, this is for visitors with no OCSB account.

Personal Device

1. Restart: Perform a full restart of the laptop.
2. Log into Chrome with a personal (**NOT** stu.ocsb account).
3. Verify: Open Chrome and ensure the device is on **BYOD**. (Guest will never work properly, and the domain is for school owned devices only).
4. Trigger Login: Go to captive.apple.com.
5. Bypass: Click "Advanced" and then the "proceed to" link.
6. Authenticate: Use the student's school email and password in the OCSB sign-in pop-up.
7. A last thing to try on a windows device is to try the captive apple link in a different browser (Edge).
8. Still having issues? Have a teacher [Submit a Help Desk ticket instead](#).

SCHOOL CHROMEBOOK

1. Verify: Ensure the device is on the **OCSB Domain**.
 2. Reset Settings: In Chrome, click the three dots (top right) > Settings.
 3. Navigate: In the left menu, go to Reset Settings.
 4. Execute: Click "Restore settings to their original defaults" and then the blue "Reset Settings" button.
 5. Re-sync: Once the box disappears, have the student sign out and sign back in.
 6. Still having issues? Send them to the LC for a Powerwash (**School devices only**). If this does not work, or it reoccurs, have a teacher [Submit a Help Desk ticket instead](#).
 7. **DO NOT** powerwash a school device yourself! (It requires special steps to re-enroll).
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Support Protocol & Escalation

If the above steps do not resolve the issue, it requires a resolution from the IT Department.

- The LC follows these exact same steps; if they haven't worked for you, they won't work for us. We are here for occasional troubleshooting of minor issues.
- IT Responsibility: The IT Department (not the LC) is responsible for fixing network, account, and technical errors. The LC does not have training or access to ways to fix these.
- Importance of Tickets: Tickets are the only way IT can track and solve recurring problems that need attention.

Help Desk Portal: <https://ocsblt.sysaidit.com/servicePortal>

Thanks for your understanding!