My computer is freezing or not behaving correctly

-Try restarting your computer. Most issues can be resolved quickly by a simple restart.

-Press **Ctrl+Alt+Del** keys and open up task manager. Under the processes tab in task manager highlight any programs that are **"Not Responding"** and choose to end task. Do this with any programs that are having issues.

-If the above steps fail and you can't restart your laptop or close down a program, then hold down the power button for at least 10 seconds until it forces a shutdown. Wait a couple of seconds once it shuts down and turn it back on.
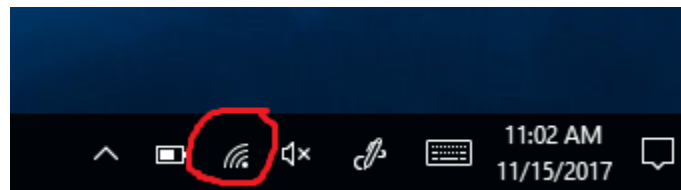
Cannot login to Windows

-Make sure both your username and password are correct. (Ex. Username=**Johnb25** Password=**0303030**)

-If your username is correct, check that the password you are inputting is correct. You can do this by clicking on the "eye icon" next to your password.

This will help determine if you have **"number lock"** enabled. **fn key+ num lk**

-Check that you are connected to wireless on the bottom right of the screen.

You're connected to Wi-Fi and the Internet. You should be in good shape. If you see this icon but you're still having connectivity issues, the problem might be with a specific app or website.

Connected to Wi-Fi, but no Internet connection is detected (also known as limited connectivity). **(Restart Laptop)**

A wireless adapter is detected and there are wireless networks in range, but you're not connected to one. **(Click on Icon and select HSD)**

No network adapters are detected or enabled. **If this icon appears, Contact Tech department**

Slow computer

    -Run fewer programs at one time. Every open program takes a bit of the system's resources. (Ex. Having three word documents open) If a program is not needed close it so the program that you are working on can speed up a little.

    -If it has been a while that you have restarted your computer do a simple restart. Doing this will clear the laptops memory and free up some resources.

Laptop will not power up

    -Check for any lights on machine. If power light is flashing, press power button once to wake it from sleep.

    -If power button light is on but nothing is displayed on the screen move the touchpad around or press any key and wait a couple of seconds. If no success, hold down the power button for at least 10 seconds to shut down the machine.

Touchpad does not work

-On the laptops with camera on keyboard, press the "fn" key and F2. This will enable and disable the touchpad.
-Silver laptops will require a restart. If issue is not fixed, contact Tech department.

Connecting to external monitor/Projector

-Press Windows logo key + P.

Keyboard shortcuts

Ctrl + C	Copy the selected item
Ctrl + A	Copy all
Ctrl + V	Paste the selected item
Ctrl + Z	Undo an action
Ctrl + P	Print
Windows logo key + right/left arrow	Split Screen
Windows logo key + L	Lock your PC
Windows logo key + E	File Explorer
Windows logo key + M	Minimize all windows
Windows logo key + Shift + M	Restores windows
F5	Refresh active window