**Troubleshooting Pasco County Technology**

**How to properly shut down the computer**

Step 1: Please shut down and restart your device every 10 days, the district pushes out updates that will only be run if you restart the device

*When shutting down a laptop, please make sure all keyboard lights and screen are completely black before close the lid or else the reboot will be incomplete*

**How to find Chrome on your device**

* On the iPad
	+ Press home button
	+ On the lower part of the screen, dock, press the Chrome
* On the laptop
	+ click the magnifying glass on top right corner of your laptop screen and search “chrome”

**Connecting to the internet**

* On the iPad
	+ Click settings icon 
	+ Click wifi
	+ Click the internet network that you would like to connect to
	+ Type in your network’s password
* On a laptop
	+ Click icon
	+ Click the internet network that you would like to connect to
	+ Type in your network’s password

**If your device will not turn on**

Step 1: Charge using the power cord provided

Step 2: Try doing a hard reset by pressing and holding the power button for 10 seconds

**If your device screen freezes**

Step 1: Try doing a hard reset by pressing and holding the power button for 10 seconds

**If your MyPasco Connect icon is not working**

Step 1: Use the directions called “Accessing you Digital Resources through myPascoConnect”, located in this packet.

Step 2: Try logging out of your device and log back in

**If you see this message at login “guest files will be deleted at logout”**

DO NOT worry, this is how laptops are configured so that all personal information will not be saved

**If you see this message while signing out of your device “guest files will be deleted at logout”**

You must click delete files and logout after every guest login, this is normal and is how the computers were setup