

Basic Tech Troubleshooting

Reboot/Restart

- Reboot/Restart your computer (turn your machine completely off)
- Turn printers, projectors, etc, off and then back on again. Some devices require power to be unplugged to completely reset
- Some devices you have to hold down the power button for several seconds to power off

Check Cables

- Unplug and plug in all cables, including power

Password Troubleshooting Tips

- 8 Characters
- Uppercase
- Lowercase
- Number
- Special character
- Cannot be one of the last 7 passwords you have used
- You will not be able to change passwords from home
 - Change your password before you leave for summer break

Instructions for changing passwords

1. Log into your Windows computer. Wait until the desktop loads.
2. Press Control+Alt+Delete on your keyboard.
3. Select "Change a password"

OR

You can go to <https://smop.conwayschools.net/smop> and click "Reset password/unlock account."

This will immediately change your Windows password and will also sync with your Google Password.

Cannot log in on a laptop

- Plug laptop into a network jack in the wall and try again