

## Hints for Staff Computer Users

<i>Problem</i>	<i>Solution</i>
Can't login to network:	<ol style="list-style-type: none"><li>1. Check user context: Users.k12 (all staff users).<ul style="list-style-type: none"><li>* On Novell login screen click on "advanced."</li><li>* If context is incorrect, click arrow on right and select correct context.</li><li>* If context not on list, type it in.</li></ul></li></ol>
Can't login to network:	<ol style="list-style-type: none"><li>1. Password is incorrect.</li><li>2. Try again by retyping user name and password carefully in lower case.</li><li>3. Only Tech Support can reset password.</li></ol>
Novell Login Dialog Box does not display (applicable to Win9X only):	<ol style="list-style-type: none"><li>1. If the Novell login screen is not displayed, you are not connected to the network (Win9X only).<ul style="list-style-type: none"><li>* Check that the LAN cable (blue usually) at the computer is connected; LAN Card should show green light.</li><li>* Check that the LAN cable is plugged in to the wall outlet jack.</li><li>* Contact Tech Support for assistance.</li></ul></li></ol>
Cannot login to computer because account is locked:	<ul style="list-style-type: none"><li>* Someone has tried to login in to your computer unsuccessfully 5 times.</li><li>* Wait half an hour and try again or see Tech Support.</li></ul>
Computer (Win2K or XP) is locked and requires password to unlock:	<ul style="list-style-type: none"><li>* Enter the password to unlock the machine.</li><li>* If password of user unknown, turn off the machine by holding in the "power" button.</li></ul>
Can't login to Email:	<ol style="list-style-type: none"><li>1. Check network connection.<ul style="list-style-type: none"><li>* Double click on <i>My Computer</i>.</li><li>* Look for your network drive; if it isn't there, you aren't logged in.</li><li>* Restart your computer and login again.</li></ul></li></ol>
Can't Login to Machine because Password is locked:	<ol style="list-style-type: none"><li>1. Call or email (have someone do this) Ken Smith @ 609-1027 to get it unlocked.</li><li>2. Can only be unlocked by Tech Support from district server.</li></ol>
Can't print to network printer:	<ol style="list-style-type: none"><li>1. Not logged in — check your network connection.</li><li>2. Double click on <i>My Computer</i> and observe if you have your home directory available. If not, you won't be able to print.</li></ol>

Can't print to network printer:	<ol style="list-style-type: none"> <li>1. Check to see that you have a network printer selected and that it is the correct printer. <ul style="list-style-type: none"> <li>* On print window, check <i>Name</i> box.</li> <li>* Use drop-down arrow to select the correct printer.</li> </ul> </li> </ol>
Machine freezes (locks up) in an application:	<ol style="list-style-type: none"> <li>1. Press CTRL-ALT (together with left hand) — Delete (with right) only once of you will reboot the machine. When a task window appears: <ul style="list-style-type: none"> <li>* Click on the task <i>not responding</i>.</li> <li>* Click on <i>end task</i>.</li> <li>* On second window, <i>end task</i> again.</li> </ul> </li> </ol> <p>Once you gain control, do a cold boot:</p> <ul style="list-style-type: none"> <li>* Click on <i>Start</i> in lower left.</li> <li>* Select <i>Shut down</i> and shut down again.</li> <li>* Turn off the computer.</li> <li>* Wait 10 seconds and turn on computer again.</li> </ul>
Machine freezes (locks up) in an application:	<ol style="list-style-type: none"> <li>1. If machine does not respond to above procedure: <ul style="list-style-type: none"> <li>* Physically turn off power and wait 10 seconds.</li> <li>* Turn computer back on.</li> <li>* If it happens again, call/email Tech Support for help.</li> </ul> </li> </ol>
Can't access the Internet:	<ol style="list-style-type: none"> <li>1. Check your network connection.</li> <li>2. Check to ensure you are logged in to the machine.</li> </ol>
Can't access an external Internet site:	<ol style="list-style-type: none"> <li>1. If browser opens to home site successfully, the problem is external to us.</li> <li>2. Problem may lie with ESD or lines to the ESD.</li> <li>3. Notify Tech Support and attempt to access site again later.</li> </ol>
Can't access a particular site:	<ol style="list-style-type: none"> <li>1. Do not type "www" in front of the URL.</li> <li>2. Site may be off-line or no longer available.</li> <li>3. Read the message screen; it may be blocked by district.</li> </ol>
Machine is slow to respond or storage space is an issue:	<ol style="list-style-type: none"> <li>1. Too many temporary files; delete cookies and temporary internet files. <ul style="list-style-type: none"> <li>* Open Internet Explorer Browser and go to Tools; select Internet Options.</li> <li>* Click on Delete Cookies and click on Delete all Cookies in Temporary Internet Files.</li> <li>* Click on Delete Files Box and click on Delete all Files in Temporary Internet Files (Folder) and close browser window.</li> </ul> </li> <li>2. Too many saved files on your drive. <ul style="list-style-type: none"> <li>* Delete some of your old files</li> <li>* Contact Tech Support for help.</li> </ul> </li> </ol>

<p>To check a floppy disk for viruses:</p>	<ol style="list-style-type: none"><li>1. Insert the floppy disk in the disk drive.</li><li>2. Open Command Antivirus from the Start menu.</li><li>3. Choose the appropriate drive (A:\) and click on <i>Execute Task</i> to begin the scan.</li><li>4. When the scan is complete, you will see statistics of any viruses found.</li></ol>
<p>Can't access Lotus I-Notes from home:</p>	<ol style="list-style-type: none"><li>1. Address is <a href="mailto:webmail.Philomath.k12.or.us">webmail.Philomath.k12.or.us</a></li><li>2. Must be using Internet Explorer 6.x for full feature performance. Firefox 1.06 or better will work but may have minor issues.</li></ol>