



Tech Tips

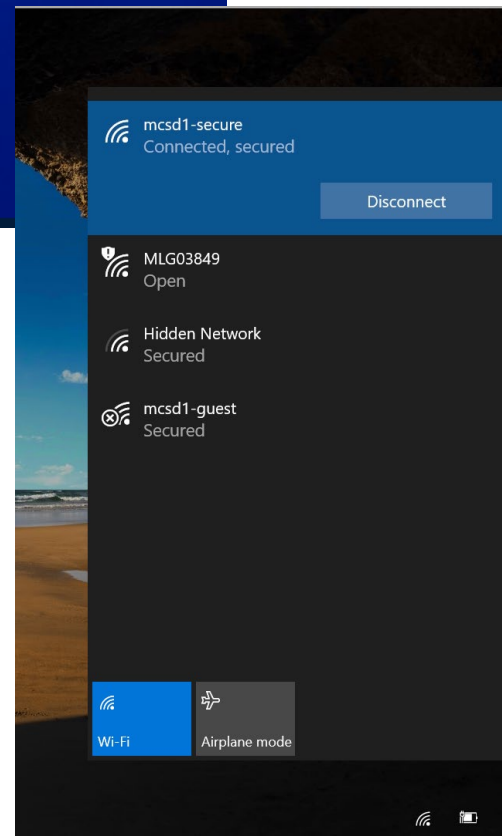
TECH TIP #1 - UPDATING YOUR STUDENT'S LAPTOP

1. If you were instructed by the school or Tech Help Desk to update your computer please follow these steps:
 - a. Before leaving home Power the laptop off and make sure you have sufficient battery life to complete the following steps.
 - b. If you are using a mobile hotspot DO NOT bring this device with you to the building.
 - c. Locate and go to a school parking lot that is closest to where you are working. The parking lot does not have to be at the school your student attends.
 - d. Depending on the school, you may have to walk the laptop up to the door.
 - e. Turn the laptop on.
 - f. BEFORE you log in, click the Wi-Fi signal in the bottom right corner and click the mcsd1-secure. Ensure you are connected and have an adequate signal.
 - g. Login as the student. Leave the device on and connected for at least 20 minutes.
 - h. Once the CPU Tot: is at 10 or less, shut the laptop down properly and you may leave.

Marion County School District	
Host Name	DOA-AD-11-04
User	ahardy
Network Interfaces	Ethernet: 10.1.3.33
Serial Number	17LSTQ2
Cpu	Tot: 6
Physical Ram	7.1GiB / 15.9GiB (44% used)

Contact the Tech Help Desk if
you continue to have problems

843-765-4600
techhelpdesk@marion.k12.sc.us





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TECH TIP #2 - USING TEAMS

If your student has a laptop from Marion County School District and you are having trouble using TEAMS, please follow these instructions:

- a. go to the students email by clicking Google Chrome and going to the district webpage and click Office 365 – Outlook

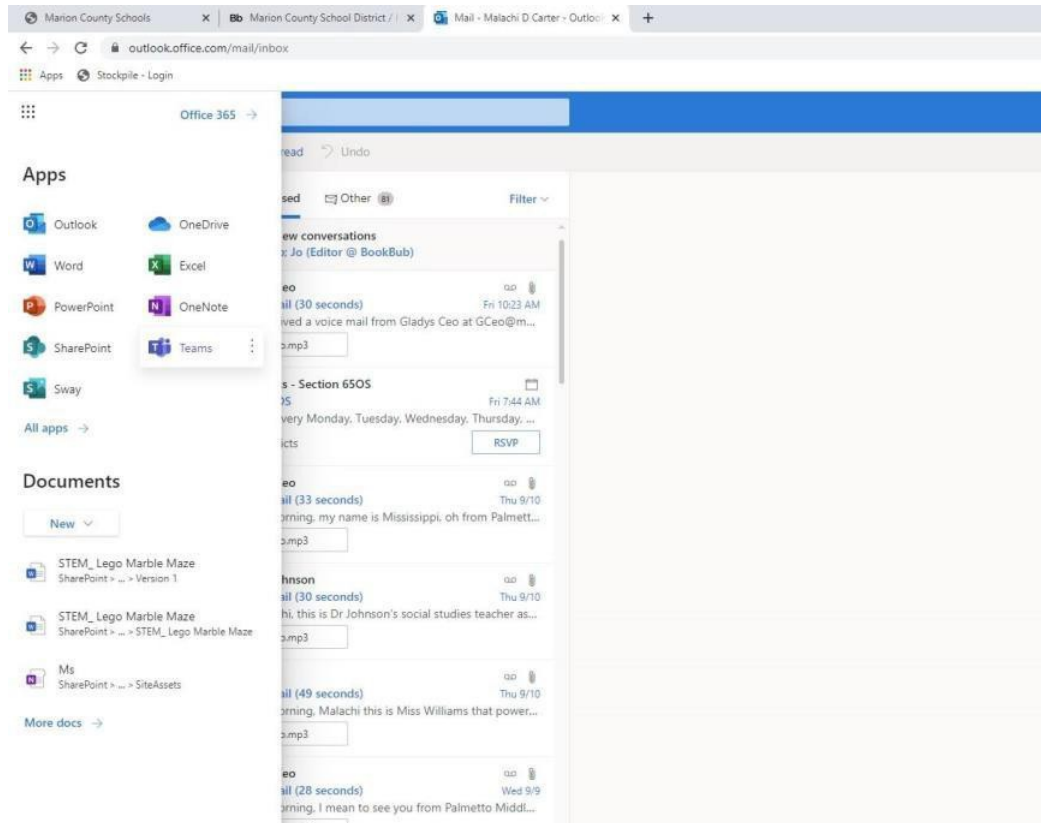
The screenshot shows the Marion County School District website. The browser address bar displays 'marion.k12.sc.us'. The website header includes the district logo and navigation links such as 'District Home' and 'Choose Your School'. A main banner features a photo of staff and the text 'MCSD Support Staff of the Year Octavia Johnson'. Below the banner are sections for 'Need to Know Now', 'In the News', and 'Quick Links'. A red arrow points to the 'Office 365 - Outlook' link in the Quick Links section.

*Clicking the District email icon on the desktop takes you through Internet Explorer which causes an error message when trying to join a Teams meeting.



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b. When you login to the student's email



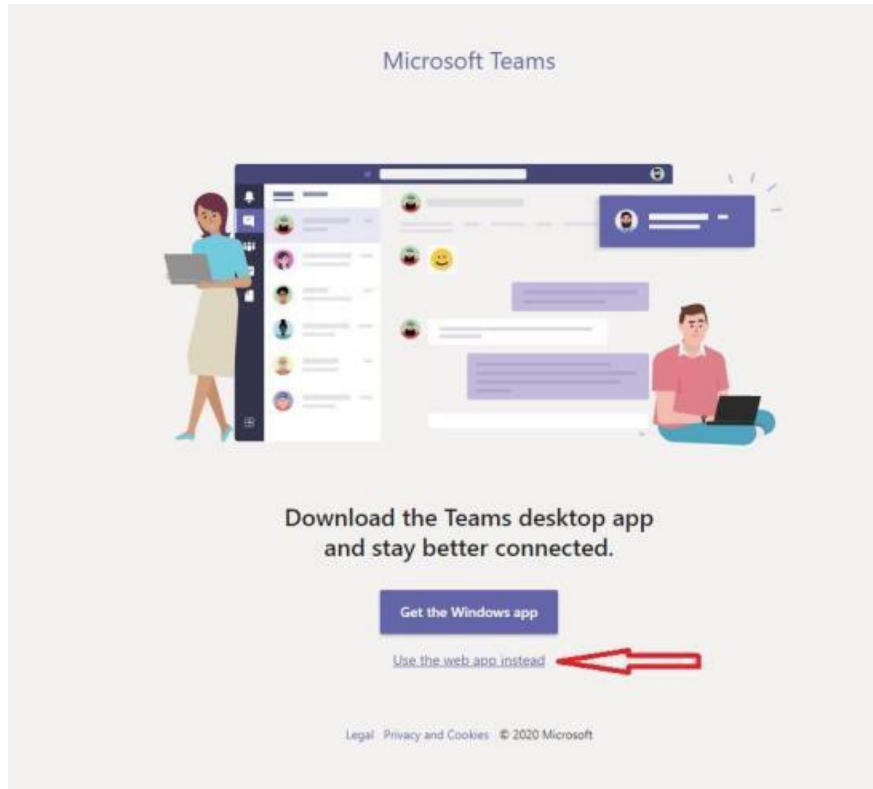
Using their username@students.marion.k12.sc.us and the password used to login the computer, in the top left corner you should see 9 little circles in a square (called a waffle). Click on the waffle

Click the Teams option



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- c. It will ask you if you want to use the desktop app or Use the Web app instead, click Use the Web app instead and your student should be able to do what they need from there.



TECH TIP #3 – iBoss error *If your student gets an extra login screen when trying to go to Google Chrome this is a district wide issue. To receive the update follow these instructions:**

The district has applied an iBoss Update- in order to get the new settings on the student device you will need to take the laptop to a school to Update **(TECH TIP #1)** , any school, it doesn't have to be the school your student attends, SITTING IN THE PARKING LOT, first, click the wi-fi signal and make sure you connect to mcsd1-secure (It should automatically connect). Then login to the laptop. There will be some black boxes come and go while the updates install, you won't see any messages letting you know it is done but if you wait a good 15- 20 minutes and restart.



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TECH TIP #4 – Saving Documents

If you are getting a restriction error when trying to save documents you should complete Tech Tip #1 to fix this, the error is letting you know that you cannot save to the computer itself. **You must save the document to a flashdrive or to OneDrive.** You can get to OneDrive as long as you have internet access and can get to the student's email. Then click on the square of dots to get a list of all the resources Microsoft 365 has to offer.

TECH TIP #5 – Pop-up Blocker

How to prevent the **Pop-up Blocker** from keeping content from being delivered to student devices. If you are using Chrome, in the upper right it will say pop-up blocked, click on it and choose always allow pop-ups and done.



TECH TIP #6 – CHARGING

The technology department is repairing several laptops with charging issues. Please be sure that when the laptop is plugged in it is not being moved around or placed in a bag or in a position to pressure the cable or plug that connects to the laptop. This causes damage that Dell considers accidental and will use the 1 Accidental Damage claim per year to replace the part resulting in a repair cost to you. Laptops should be charged at night when not in use in order to preserve the life of the battery and device itself.



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TECH TIP #7 – WiFi

There is a developing issue with some of the laptop's wireless being disabled due to bent pins on the network port. Students need to pay attention to plug in the AC adapter cord to the power supply port and not into the network port (see below). Also, do not leave the laptop plugged into power when maneuvering about or placing the laptop in a bag. The problem resulting is the pins are becoming bent to the point that two or more pins touch the network adapter and then think that the device has a cable plugged in and will disable the wireless Network Interface Controller or NIC. A disabled wireless NIC will keep devices from connecting to the MIFI and effectively stop them from being able to work. If the pins have become damaged, the device will need to be taken back to the school so a tech can attempt to straighten the pins. If pins have become broken or unrepairable, then the system board will need to be replaced to resolve the problem. Dell considers this as accidental damage and will use the 1 Accidental Damage claim per year to replace the part resulting in a repair cost to you. We need for the students to be careful and make sure they are putting the adapter cord into the right port. The Picture below shows a damaged NIC port. AC adapter port to its left.



Techhelpdesk@marion.k12.sc.us is the new HELP DESK Email. When emailing your concerns, be sure to include the student name, the school the student attends and as much detail as possible about the problem. The more detail, the easier and quicker the techs can find a solution.

You can call the Help Desk Monday through Thursday from 8:15 – 10:15 by calling 843-765-4600