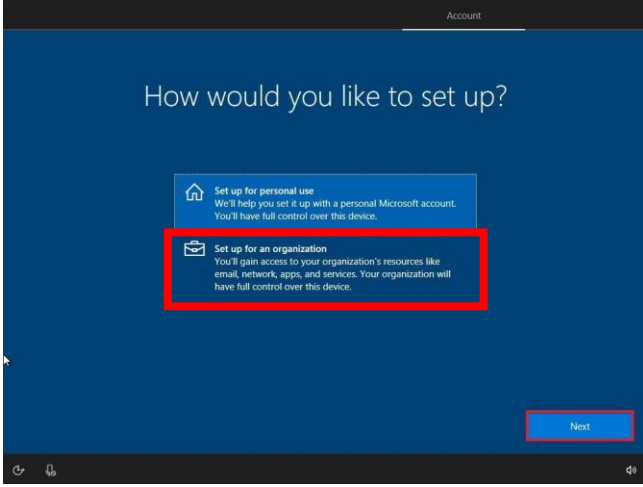




TECHNOLOGY TROUBLESHOOTING GUIDE

Computer Setup
Did you set your computer up for Organization?



Yes

Do you know your LPS username and password?

Are you using Google Chrome?

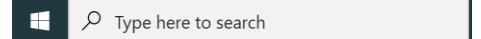
Yes



You Need a Hard Reset

No

1. Make sure the laptop is plugged in to the charger
2. On the bottom left side of the screen where it says 'type here to search' type in reset and then click reset this pc



3. Click on **Get started**

If your PC isn't running well, resetting it might help. This lets you choose to keep your personal files or remove them, and then reinstalls Windows.



4. Click **Remove Everything**
5. Click **Change Settings**
6. Slide toggle to **On**
7. Click **Confirm**
8. Click **Reset**

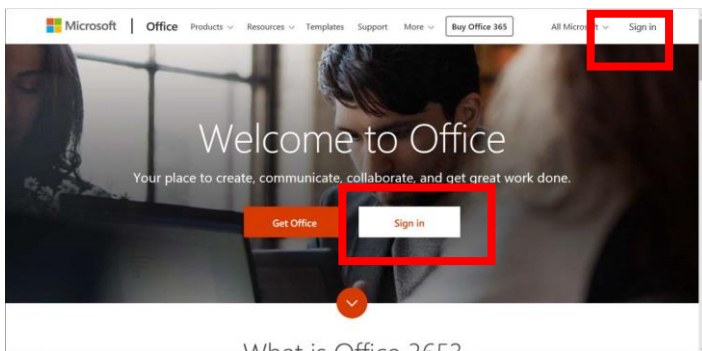
No

Email Mr. Ferrari for a reset

Ferrarit@lynnschools.org

How to Download Google Chrome
https://www.youtube.com/watch?v=Ew_ReoKizMc

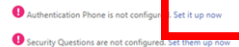
Your username and password are the SAME for your computer, office.com and Schoology!!
Username: STU(yourID#)@lynnschools.org



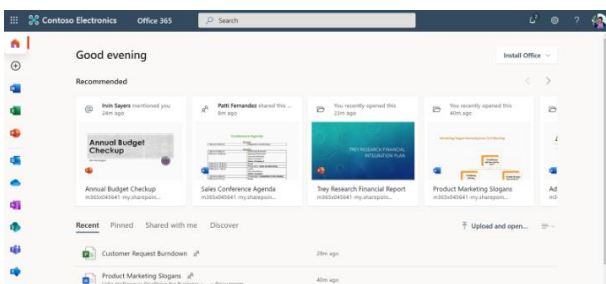
Log in to Office.com on Google Chrome
If it asks, verify your account with your phone number

don't lose access to your account!

To make sure you can reset your password, we need some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.



You should now be at the office.com home screen



You should now be at the office.com home screen

LAST STEP!!!

Go to:

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