INTERACT Cheat Sheet

Back-To-School Tech Checklist

Contacting the Helpdesk	Finding my PC Name/Service Tag Number

If you answer "**no**" to any of the items below, please **create Tech-Ticket** by clicking the **Helpdesk** icon found on the desktop of any computer, or by visiting **http://helpdesk.lcisd.org**

Learn to Create a Tech-Ticket:
http://goo.gl/tMh64N

The **Service Tag Number** of your computers is listed **on a sticker** that can typically be found on the side or back of your machine (desktop computer) or on the bottom of your laptop.

WWW.DELL.COM
Service Tag: BQHWTG1
Express Service Code: 25546810897

If you are able to turn on, and log in to your computer/laptop you may not have to search for your Service Tag sticker. The **PC Name** should be **listed on the bottom right hand corner of your desktop wallpaper**.

User Name: pwagner
PC Name: 22-CITS-BPTGD12
Boot Time: 8/7/2014 7:26 AM
IE Version: 10.0.9200.16866
Image ID: 14.0/64bit

Yes	No	I can log into all of the computers in my room

Did you answer no?
- Check to be sure the machine is plugged in and is getting power.
- Check to be sure your monitor is plugged in and is getting power.

Have power, but can't log in?
- **Try This:** If your monitor is connected to a projector – turn on your projector. Check to see if the log in screen appears through your projector. Log in with your LCISD credentials. Then press Control + P on your keyboard. Select "Duplicate." More Info: **http://goo.gl/YtVXaq**

Still not working?
- Record the computer's Service Tag Number and create a Tech-Ticket - **http://goo.gl/tMh64N**

Yes	No	My projector shows what is on my monitor

Did you answer no?
- Check to be sure your projector is getting power – typically there should be a small light
- Press Control + P on your keyboard. Check to be sure your monitor is set to "Duplicate." More Info: **http://goo.gl/YtVXaq**
- If your icons on your projector are cut off on the left hand side, learn to adjust your screen resolution - **http://goo.gl/tCWw4b**

Still not working?
- Record the computer's PC Name, as well as the make and model of your projector and create a Tech-Ticket - **http://goo.gl/tMh64N**

Yes	No	I can play a video and hear sound

Need a Video to Test? Visit – **https://youtu.be/VxsKIPmGTL8**
Did you answer no? Visit - **http://goo.gl/nvaLMK**
- Check to be sure your speaker bar is getting power.
- Check to be sure the volume is turned up on your computer.

Still not working?
- Record the computer's Service Tag Number and create a Tech-Ticket - **http://goo.gl/tMh64N**

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Yes	No	**I can print to my default printer**
		Did you answer no? • Check the location of your default printer (see link above to learn more.) • Check to be sure your default printer is turned on and getting power. **Install a printer** Visit – **http://goo.gl/GKbttH** **Still not working?** • Record the computer's PC Name as well as the Make/Model and Serial Number of the Printer & create a Tech-Ticket - **http://goo.gl/tMh64N**

Yes	No	**I have desktop Outlook setup & pinned to my taskbar**
		Learn to setup and pin Desktop Outlook Visit – **http://goo.gl/wis6EG** **Having trouble?** • Record the computer's PC Name and create a Tech-Ticket - **http://goo.gl/tMh64N**

Yes	No	*For rooms with Promethean Boards:* ActivInspire is installed on my teacher workstation	*For rooms with SMART Boards:* SMART NOTEBOOK is installed on my teacher workstation
		Did you answer no? • Learn to install district purchased software –Visit: **http://goo.gl/SbmdQk**	

Yes	No	*For rooms with Promethean Boards:* I can control my computer using my Promethean pens on my board.	*For rooms with SMART Boards:* I can control my computer by touching my board, and write on my board using my SMART pens.
		Did you answer no? • Try calibrating your board. Learn how to calibrate - **http://goo.gl/6pUVM4** • Check to be sure your pen isn't dead by testing it on a board that is working. **http://goo.gl/pL8koC** • *Dead pen?* Report the issue to the helpdesk, and a new one will be ordered for you.	**Did you answer no?** Try orienting your board. Learn how to orient - **http://goo.gl/cx7wdp**
		Still not working? • Record the computer's PC Name and create a Tech-Ticket - **http://goo.gl/tMh64N**	

Yes	No	*For rooms with document cameras:* **My document camera software (Sphere – in most cases) is installed & I can view documents on my computer monitor.**
		Did you answer no? • Learn to install district purchased software (such as Sphere) –Visit: **http://goo.gl/SbmdQk** • Check to be sure your document camera is set up properly – Visit: **http://goo.gl/dqzuXd** **Still not working?** • Record the computer's PC Name and create a Tech-Ticket - **http://goo.gl/tMh64N**