Tech Check

On your instructional laptop, presentation station, or personal device, open this link: https://goo.gl/fNBtya

How to Create a Tech Ticket

How to Find a Computer's PC Name - or - Service Tag Number

If you answer "**no**" to any of the items below, please **create a Tech-Ticket** by clicking the **Help Desk** icon found on the desktop of any district computer.

Help Desk
LCISD Help Desk
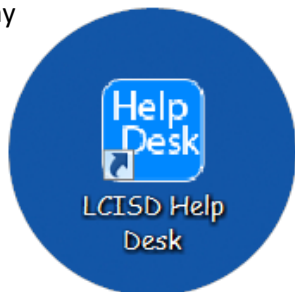
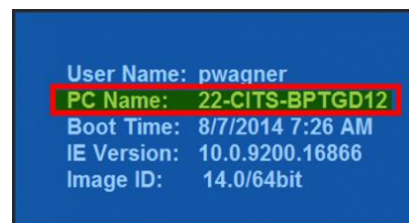*Helpful Tip:* If your computer is not working, you may complete a Tech Ticket from ANY other computer by visiting http://helpdesk.lcisd.org

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

The **Service Tag Number** of your computer is listed **on a sticker** that can typically be found:

- On the side or back of your **Desktop Computer**
- On the bottom of a **Laptop**

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**.

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

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 in to 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 Windows + 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 indicating power. • Press Windows + 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

I·N·T·E·R·A·C·T
Self-Paced Learning Guide

Tech Check

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**

Yes	No	I can print.
		Did you answer no? **Install a printer** Visit – **http://goo.gl/GKbttH** **Not sure where you printed?** **Learn how to find your default printer** Visit – **http://goo.gl/OnlsO0** **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	SMART Boards: Software is loaded and touch & pens work.	Promethean Boards: Software is loaded and pens work.
		Learn how to install software Visit – **http://goo.gl/NOoTnL** **Did you answer no?** Try orienting your board. Learn how to orient - **http://goo.gl/cx7wdp**	**Learn how to install software** Visit – **http://goo.gl/NOoTnL** **Did you answer no?** • Try calibrating your board. Learn how to calibrate Visit – **http://goo.gl/6pUVM4**
		Having trouble with software or your board? Record the computer's PC Name and create a Tech-Ticket - **http://goo.gl/tMh64N**	

Yes	No	My document camera software (Sphere) is installed & I can view documents on my computer monitor.
		Learn how to install software Visit – **http://goo.gl/NOoTnL** **Learn how to connect your document camera** Visit – http://goo.gl/BWuC88 **Having trouble?** Record the computer's PC Name and create a Tech-Ticket - **http://goo.gl/tMh64N**

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