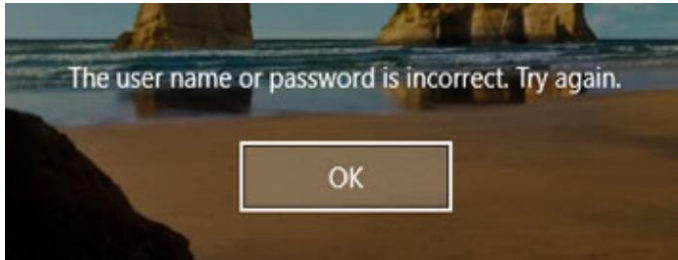


Laptops at Home Troubleshooting

Can't log into computer?

Do you get a message that says your password is incorrect?



Carefully re-enter your user name and password.

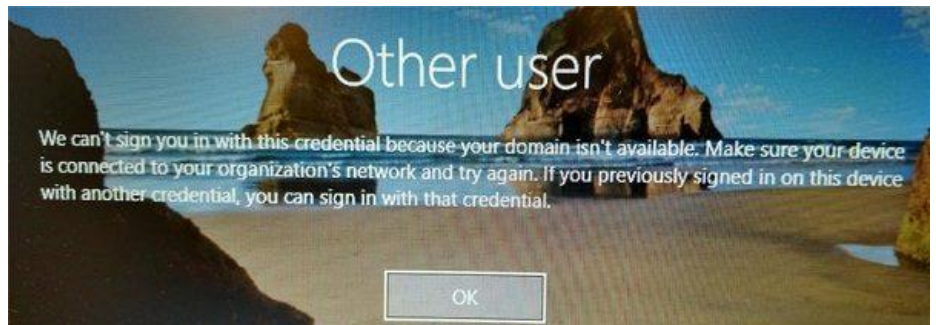
Make sure you are using your most recent password.

If your password has changed since you last logged in to your computer AT SCHOOL, go to the nearest D11 School to access the D11 Data network (from the parking lot, or walk up to the building to get the best signal) and log in to your laptop with your Network Username and "new" Password.

Do you get a long message that says something about the domain is not available?

Go to the nearest D11 School to access the D11 Data network (from the parking lot, or walk up to the building to get the best signal) and log in to your laptop with your Network Username and Password.

Make sure you are on the network. In the lower right hand corner of the screen you will see the wifi icon, if you click on it, you see that you are connected to D11 Data.



Once on the network, try logging in.

If it doesn't work, restart your computer and try again. If that still doesn't work, shut down your computer, wait a few minutes, start it again, and then log on.

Does your computer give you an error message that mentions "trust issues" when you are trying to log on?

If you see "Trust Issues", you can't fix this. Only Mrs. Haas, Mrs. Schandoney, or Mr. Seay in the library can fix this. We will need only about 10 minutes to fix this. Email us about setting up a time to come in.

Your issue is not here? Email us about what you are seeing or needing.

CONTACT US:

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