

# HELP! I'm having tech issues.

No  
sound

I can't  
log in.

Frozen  
screen

Link not  
working

The internet  
isn't working.

The website  
isn't loading.

Pop-ups are  
blocked.

Camera not  
working

Slow  
internet

My problem isn't listed. **Help desk:**

865-594-8410  
or click [here](#)

No sound

Try This:

- If you are using headphones, make sure they are connected and working correctly.
- Check that your sound is not on mute and your volume is turned up.
- Right click on the speaker icon and open your sound settings. Click “troubleshoot”.
- (If this occurs in Microsoft Teams- Exit meeting and re-enter.)
- Restart your device.

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I can't  
log in.

Try This:

- Make sure “caps lock” is not on (look at your keyboard)
- Double check that your username and password have been entered correctly
- Make sure there are no extra spaces
- Did you type your username and password with capital letters? It might be case sensitive
- Did you forget your password? You might need to reset it
- Close out the program or website and try again
- Restart your device.

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# Frozen screen

## Try This:

- Close out the website or program
- If you cannot close it, hold down ctrl + alt + delete on your keyboard, click the “task manager” and select the program you want to close. Click “end task”.
- Click ctrl + alt + delete and choose “sign out”
- Restart your device.



Link not  
working

Try This:


- Double check that you typed the website address in correctly (no extra spaces, letters/numbers/symbols)
- Is your internet down? Check to make sure you are connected and try again
- Try a different web browser (Chrome, Firefox, Edge ect)
- Restart your device.

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The internet isn't working.

# Try This:

- Make sure you don't have "airplane mode" turned on (see plane symbol on keyboard)
- Check that your wireless router is plugged in and the lights are on
- Click on your internet access symbol  to check that you are connected to the correct network.
- Restart your device.

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The website  
isn't loading.

Try This:

- Make sure you are connected to the internet.
- Double check that you typed the website address correctly.
- Try a different internet browser.
- Clear your browser cache/cookies: Go to settings  privacy & security  clear browsing data.
- Restart your device.

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Pop-ups are blocked.

Try This:

- If the website asks if you'll allow pop ups, choose "Always Allow"
- On your computer, open Chrome. At the top right, click More. Settings. Under "Privacy and security," click Site settings. Click Pop-ups and redirects. At the top, turn the setting to Allowed or Blocked.
- Restart your device.

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Camera not  
working

Try This:

- Check for computer updates. Click the bottom right corner of the Chrome OS desktop. Select the Settings icon. Click About Chrome. Click Check for updates. To apply the update, click the arrow icon and select Restart to Update.
- Leave website and try again. Make sure to allow the website to access camera.
- Restart your device.

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# Slow internet

## Try This:

- Check that you are connected to the correct wireless network.
- Close all apps and browser windows.
- Unplug your wireless router and count to 10. Plug in again.
- Ask for an alternative pencil and paper option for completing work.
- Restart your device.

