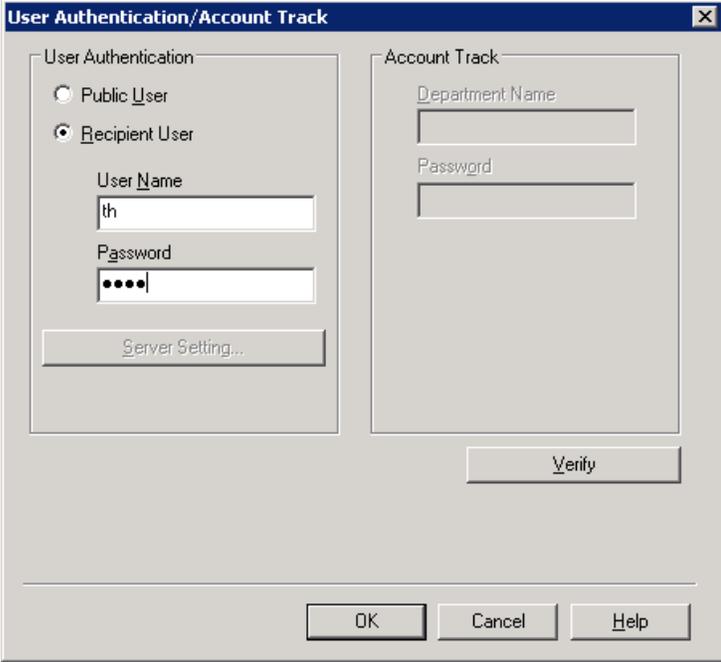# Technology FAQ/How To

The following information contains steps that you can do to fix some of the simpler, most frequently submitted work orders. Please read through them before submitting a work order.

- **Printing: Windows 7**

  - Printing to a color copier but don't want to use your color copies? Make sure you have the color option in the copier set to **Gray Scale**. To do this click on the start button and then **Devices and Printers**. Right click on the printer you want to print to and select **Printing Preferences**. Under the first tab labeled **My Tab**, scroll down and on the bottom right you should see a drop down menu labeled **Select Color**. Click this and choose **Gray Scale**. If you wish to print in color again select **Auto Color**.
  - Prints not going through to the printer? Follow the steps from previous bullet point and get to **Printing Preferences** on the desired printer. Choose the 2nd tab labeled **Basic** and locate **Authentication/Account Track…** on the right. Make sure **Recipient User** is selected, and that you've entered your first and last initial for your user name (or the info you enter in the printer to print if yours isn't your initials) and the last 4 digits of your social for the password. Click **Verify** and if it's successful, you should be able to print.

    - **If neither of those help then please make a work order**

- **Printing: Windows 10**

  - Printing to a color copier but don't want to use your color copies? Make sure you have the color option in the copier set to **Gray Scale**. To do this click on the search button
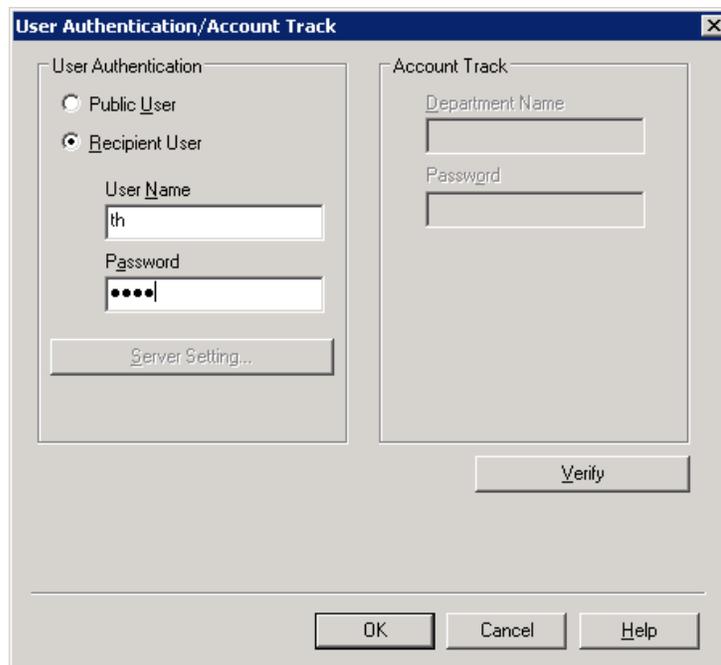
    ⌕ and then type **Control Panel** and hit **Enter**. Once you're in Control Panel locate **Hardware and Sound** and click **View Devices and Printers.**

    Right click on the printer you want to print to and select **Printing Preferences**. Under the first tab labeled **My Tab**, scroll down and on the bottom right you should see a drop down menu labeled **Select Color**. Click this and choose **Gray Scale**. If you wish to print in color again select **Auto Color**.

  - Prints not going through to the printer? Follow the steps from previous bullet point and get to **Printing Preferences** on the desired printer. Choose the 2nd tab labeled **Basic** and locate **Authentication/Account Track…** on the right. Make sure **Recipient User** is selected, and that you've entered your first and last initial for your user name (or the info you enter in the printer to print if yours isn't your initials) and the last 4 digits of your social for the password. Click **Verify** and if it's successful, you should be able to print.

    - **If neither of those help then please make a work order**

- **Chromebook Wifi/Clearing Data**
  - If you have Chromebooks that won't connect to the wifi there are a couple of things you can try. First, on the screen pictured below click the circled drop down menu. From this menu scroll down until you can see the **Disable WiFi** option and select it. Go back into the same menu and select **Enable WiFi**. If the device doesn't try to auto connect to the network, click the drop down again and select the **Chromebook** network.
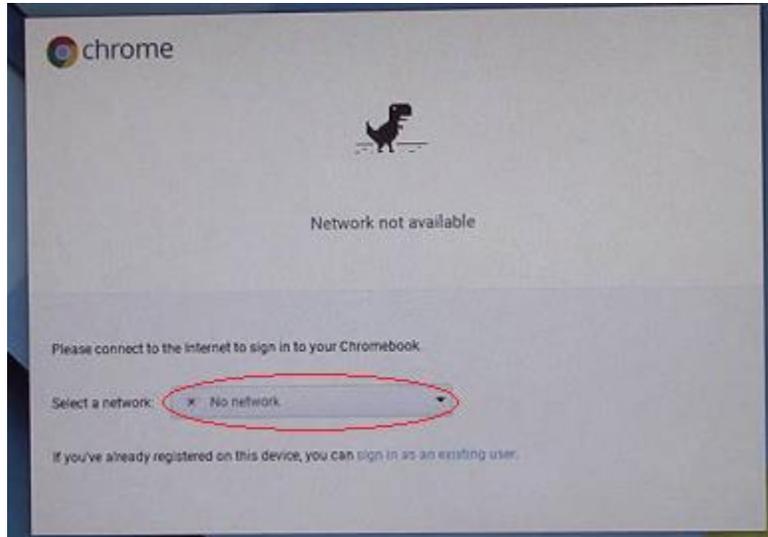
  - If the above step doesn't help, shut the Chromebook down by holding the power button down for a few seconds, and then pushing it to turn the Chromebook back on (don't just shut the lid and re-open it). If it goes back to the above image, wait 30 seconds to a minute before trying the following step.
  - The other thing you can do is clear the local data from the Chromebook. To do this, with the Chromebook on, press and hold the **ESC**, **Refresh**, and **Power Button** (pictured below) all at the same time for a few seconds until the screen turns off and the Chromebook reboots. On the first screen that pops up press **Ctrl** and **D** at the same time. On the next screen press **Enter** and Chromebook will reboot. On the screen that comes up after the reboot press **Space** and then **Enter**. Wait a few seconds and the Chromebook will reboot again. On the Welcome screen press "Let's Go". On the Connect to Network screen locate the Chromebook network and select it. The password for the Chromebook network is CBPassw0rd. After that you'll be brought to the **Enrollment Screen**. Use your teacher email and password to enroll it. After that it's ready for normal use.

  - **If neither of these fix the issue, please make a work order**

- **Monitor Power**
  - If you have a monitor that won't come on, before making a work order please check to make sure that the monitor is turned on and that power cord that's plugged into the monitor is in all the way.
  - If you have one of the new Windows 10 NUCs (the small computers on the backs of the monitors) try unplugging the HDMI cable from the back of the computer and plugging it back. Also check to make sure the blue VGA cable is tightened and secured into the adapter and make sure the computer is awake (the power light on the computer will be solid blue).
- **Program/Computer Issues**
  - If your mouse or keyboard suddenly stops working out of the blue first try unplugging them and plugging them back in. If that doesn't fix the issue try restarting your computer. Usually one of those will the issue but if they don't please make a work order stating that you tried both of those steps.
  - If your mouse is stuck on the screen somewhere and the step above doesn't fix it, please check to see if you have something touching your Smart Board.

Please be sure to RESTART your computer and check to see if the problem is fixed before turning in a work order.

To submit a work order please click here.