




# HAVE YOU TRIED?

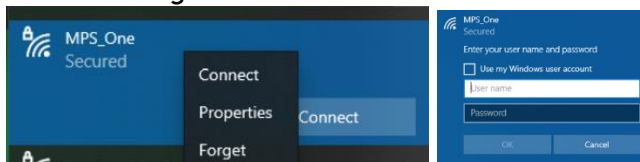
## MOST ISSUES - RESTART THE DEVICE

- The button on the side of the laptop does NOT restart the device.
- Click on the  button on the bottom left of the screen.
- Click on the  button and then  Restart.
  - This fixes most common problems such as: running slow, not loading websites, cannot connect to Wi-Fi, programs that won't open.
  - Restart the computer at least once a week or anytime the computer is: running slow, feels hot, after a software update.



## NO WIFI – CONNECT TO WIFI

- If you see this symbol at the bottom of the screen  you are not connected to the Wi-Fi.
- Click on the globe icon and Click on MPS One. Right Click in the blue area and click “Forget”.







- Try to connect again and use the “Use my Windows user account” check box to sign in.
- If you have forgotten your password, follow the instructions below.

## CANNOT SIGN IN - RESET YOUR PASSWORD

- Single Sign On for: CANVAS, Clever, Computer Login, Email, Google Drive, Office 365
- Try resetting your password at <https://aka.ms/sspr>
- If that fails:
  - In Person – Attend Tech Open Office Hours at your High School
    - Mornings: 8:00 – 9:00
    - Lunch: 11:45 – 12:45
  - At Home – Call 735-4023 Option 2


## NUMBERS TYPING INSTEAD OF LETTERS – TURN OFF NUM LOCK

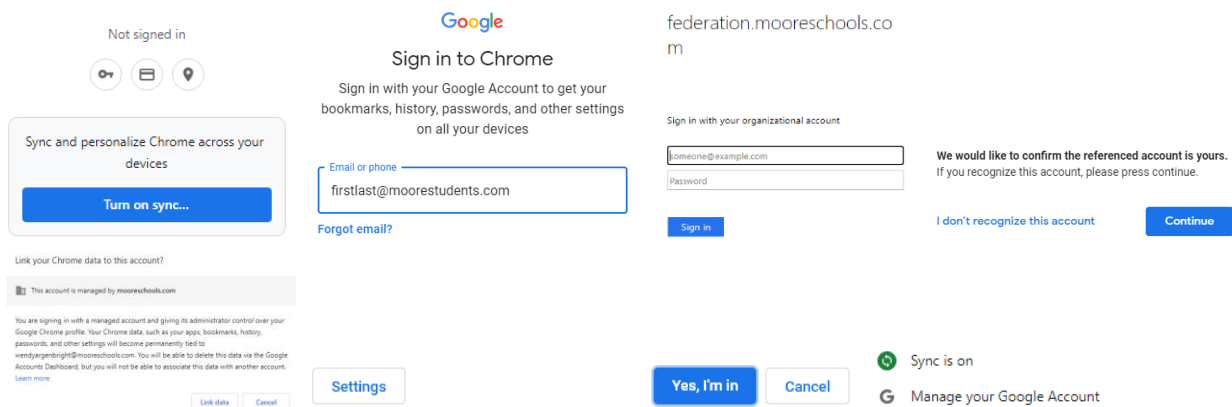
- The devices have a number lock feature.
- If the letters JKL type the numbers 123, you need to turn off Number Lock
- Press  and 
- It may be necessary to turn off the Function Lock  and 



# HAVE YOU TRIED? CONT.

## WEBPAGES NOT LOADING - SIGN INTO GOOGLE CHROME

- Google Chrome is the preferred browser for MPS. (including MAC products like iPad and MacBook)
- Click on the  icon on the top right of Google Chrome to turn on sync.
- Sign in with your school account [fristlast@moorestudents.com](mailto:fristlast@moorestudents.com) and your school password.
  - Click <Turn on sync...>
  - Enter email
  - Sign in to Federation
  - Click <Continue>
  - Click <Link Data>
  - Click <Yes, I'm in>
  - Confirm Sync is on by clicking on the circle again.



## ACCESSING GRADES ON INFINITE CAMPUS – STUDENT PORTAL

- Make sure you access Infinite Campus Student Portal through the school website: [www.moorestschools.com](http://www.moorestschools.com)
- If using the Phone App: Student Portal use MOORE as the district
- If you have forgotten your username or password (not the same as your email and computer login) please submit a Help Desk ([Incident IQ](#)) request to have your password reset. Instructions will be sent to your school [email](#) so make sure to watch for them.

### FOR OUR STUDENTS

- [Lunch Menus](#)
- [Course Descriptions](#)
- [2020-2021 Student Handbook](#)
- [Infinite Campus Student Portal](#)
- [District Password Reset Page](#)
- [Mental Health Resources](#)
- [District Library Catalog](#)
- [Digital Citizenship](#)



## STILL HAVE PROBLEMS?

- Attend your Site Tech's Open Office Hours.
- Submit a Help Desk ([Incident IQ](#)) and the Site Tech contact you with instructions.