

LNB Checkout Procedures

- **Initial Request.** All checkout requests are done via email only to lab.bag@cpsb.org requesting the dates (two-week period) and the LNB set preferred. If your 1st request is unavailable, you will be notified via email to make an alternative choice. Please email as far in advance as possible for best results. A description of the software/licensing available on each of the LabNBag sets is on the web site. Hopefully, one of the sets will meet your classroom needs. **INSTALLATION OF ANY SOFTWARE OR PRINTERS IS RESTRICTED!**
- **LNB Reservations.** You will be notified via email confirming your checkout dates. LNB sets can be reserved only once per semester by a participant. Any other requests will be considered if there is availability. In the event you are approved for additional checkout time, you will be notified no later than one week prior to the request date.
- **Equipment Pickup/Check in.** Before the day of pickup, call the Technology Training Center (**217-4120, ext. 1039**) to verify that equipment is ready for checkout and arrange a time with the Tech Center contact. You are responsible for inventorying all contents to make sure nothing is missing. Any missing contents or damage must be reported before leaving the tech center. Once you leave the tech center, you and/or your school are responsible for replacing any missing parts/contents. The LNB set will be inventoried upon returning the equipment to the Technology Training Center. When it is time to return the LNB set, be sure to **call ahead** and arrange a time with the Tech Center contact to receive and check in the equipment. Failure to set an appointment may result in your having to come back at another time if no one is available to check you in or out.
- **Troubleshooting.** Make sure everything is connected including network cables before turning on the computers.
 - ❖ If one of the power cords does not appear to be working, then try another outlet on the power strip or surge protector. One outlet on a power strip has been known to go out. Make sure the power strip is turned on. Also make sure both parts of the power cord are connected securely to each other AND to the computer.
 - ❖ If you cannot log onto the laptop with any CPSB's user name (firstname.lastname) or the student user account name on the CPSB domain, please contact Tech Support for technical assistance at **217-HELP (4357)** with the Service Tag # located on the bottom of the laptop and the LNB #. Before contacting Tech Help, make sure that CPSB is chosen from the drop-down menu on the "Log on to:" section. If it says "This Computer" in that section, you will NOT be able to log in; so, be sure to check!
 - ❖ If the laptops do not get on the Internet, check the settings by going to *Tools/Internet Options*. Click on the *Connections* tab and then the *LAN settings*. The "Automatically detect settings" option should be checked. Also be sure to check the lights on the switch if hard-wired to make sure that everything is plugged correctly (instructions are online). The lights will show on the switch when the laptops are on. If wireless, be sure to check that the wireless is turned on. There is a [troubleshooting tech help guide for wireless](#) on the Tech Help web site.
 - ❖ If the laptops still do not get on the Internet, shut down the computer(s), disconnect cables and reconnect them; then, turn the computer(s) back on. Make sure you are using an active Internet port at the wall.
 - ❖ If you need technical assistance, send in a [footprint ticket](#). DO NOT email the lab.bag account as this contact person is not available all of the time and DO NOT call the Tech Training Center for tech support. You will be directed to contact Tech Help anyway.
 - ❖ Please document any problems or issues that need to be addressed with the LNB set upon its return, identifying the computer with the problem or email lab.bag@cpsb.org.