



# Tech Help for Student Laptops

## Student Tech Help Resource Page

<https://www.cpsb.org/domain/3039>

### Need Tech Help?

**FIRST:** Try powering off and restarting your device.

**SECOND:** Check Company Portal for updates.

**THIRD:** There are lots of helpful videos and guides on the Tech Help Resource Page.

<https://www.cpsb.org/domain/3039>

Still have an issue?

Fill out an Arnett student tech help request. This request will go to Mrs. Ellender. click here to fill out a form.

<https://forms.office.com/r/pYmtiMUnNY>

#### **After you've filled out the help request:**

**Laptop works:** if your laptop is working, if your laptop is still working, keep it for use in your classes today and bring it to the library during first hour (RTI) tomorrow.

**Laptop does NOT work:** If your laptop is not working, you can bring it to the library anytime you have your teacher's permission.

Mrs. E will work on laptops during first hour every day.

If your laptop can't be repaired at Arnett and it needs to go to the Tech Center for repairs, a loaner device will be checked out to you. Mrs. Ellender will bring it to your homeroom.

TIP



You'll need the serial number (host name) for your device in order to put in a tech ticket. You can find this 7 digit number/letter combo on the bottom of your laptop.