

## **Windows XP**

### **Situation – Network Logon and Troubleshooting Procedure**

1. Turn on Workstation. (Power Up)
2. On Windows XP Workstation press down the Control, Alt and Delete keys to begin Logon process.

### **Teachers-**

In Username field type in your username. Your username is your first initial followed by your last name consecutive **followed by @hempsteadschools.org**. \*\*Note- If last name is hyphenated, use last part (ex. Name- Susan Jones-Williams. Username= swilliams@hempsteadschools.org)\*\*

In Password field type your **case-sensitive** password.

### **Students-**

In Username field type in your student ID **followed by @hempsteadschools.org**. (ex. Student ID #11111- Username= 11111@hempsteadschools.org)\*\*



In Password field type your student ID (no spaces) in lower case

3. Click **OK**.


## **Shut Down Procedure**

Situation – when you are finished at the end of the day, please follow the procedure outlines below.

### ***Normal Shut Down***

1. Click the Start button on the Taskbar across the bottom of your screen: 
2. Click “Shut Down ...” The Shut Down Window appears.
3. The default option is “Shut Down”. If “Shut Down” is displayed under “**What do you want the computer to do?**”, click OK. Otherwise, click the  to list the options and select shutdown and then click OK.
4. The computer will automatically turn itself off.

***If your machine is frozen and you cannot open and menus or click.***

5. First, be patient (wait 1-2 minutes). Give it a little time to complete its tasks.
6. Second, press the ESC key in the upper left corner of your keyboard.
7. If you are still frozen , hold Ctrl and Alt keys down together and tap Del.
8. Either you will be in your Tasklist and see a list of all of your open tasks displayed on your screen, or a window will appear with several buttons on the bottom. If you are not in your Tasklist, click the **Tasklist** button at the bottom of the screen to get into the Tasklist. Click on the name of the frozen program and click END TASK. While attempting to end the task another dialog box might appear. Click End Task on that dialog box as well. This should close the program which was frozen. Try reopening the program. You should be OK.
9. If the program does not close and you are still frozen see if the Start menu is available. If you can, click START, Shut<sub>down</sub>. “Under What do you want the computer to do,” click the  and select Restart and then click OK. This procedure will shutdown the computer and then start it up again. Any time you experience a great deal of freezing while working in any program, restart the computer. Restarting is the best way to solve problems of unknown origin.

***If Ctrl+Alt+Del and Shut Down does not work.***

1. Occasionally, Ctrl+Alt+Del and Shut Down does not work.
2. Only when all else fails should you manually push the on/off button (or the restart button on older PCs under your on/off button) and scandisk will run. You might need to press and hold in the on/off button for a few seconds before the computer will actually turn itself off.
3. When you are forced to reboot or power off the machine without properly shutting down, you will get a message that your machine was not properly shut down and will now run Scan Disk. This is a built in safeguard and will not take very long. Choose SAVE, then SKIP to the questions that follow.

***IMPORTANT***

**Any time you are forced to shut down, all input that was done since the last save could be lost. Save often!! Every 2-5 minutes is a good habit. Ctrl+S is the shortcut key to save. If you were using any of the Microsoft Office products when you froze, when you return to the application, a recovery pane should appear on the left side of the screen. Point on the document which you would like to recover, click the drop-down arrow that will appear and choose to OPEN the document. At this point you can do a File:Save As to save the document.**

**Important Note-** if you encounter anything unusual, i.e. freezing, hanging, not able to logon, not booting up, not printing, not able to save or open files, getting application error messages etc., please do the following:

1. Shutdown the computer as in Step 1 above. If your computer is not responding, i.e. the mouse cursor is not moving, only then should you press the power button off.
2. Check all cables (power, network and sound) for firm connection.
3. Next, power on your computer.
4. Write down the error message exactly as it appears if problem occurs *more* than **three** times.
5. If the problem persists *more* than **three** times, contact your System Operations building administrator.



**\*\*\***As designated by the District, your contact for technical problems and requests is the building level Assistant Principal.

## Three General Problems with Networked Computers

NETWORK \* LOCAL \* HARDWARE

*Tip 1:* To solve LOCAL problems such as computers “freezing up” and to improve application performance-

### **Shut Down and Restart your Computers at Noontime**

NOTE: Windows 98 does not release the system memory loaned to graphic intensive applications such as PowerPoint and Publisher and to activities like *Internet Browsing*. The memory becomes fragmented and unavailable for use by other applications. This “Noontime Shutdown” will refresh the system memory and start a *NEW* session of Windows that will supply your applications with a maximum amount of resources.

*Tip 2:* To solve NETWORK problems like unable to print or save files in the Home folder-

**Exit Program / Restart the Computer Using the Start Button / Log on Again.**

*Tip 3:* To solve HARDWARE problems such as unable to log on, hear sound files, save to the Home folder, keyboard or mouse not responding-

### **Disconnect / Reconnect Cable Attached To Device With Problem:**

*Network \* Sound \* Mouse \* Keyboard \* Power*

NOTE: You will have full electrical power and a firmer connection to *that* device than before.

*Tip 4:* To see if your Computer “freezes” during Windows Shutdown-

### **Leave Monitor Powered On At End of Day**

If your machine is “frozen” at this point, press the power button to turn off manually.

If your problem persists, follow the helpdesk procedure as stated on page 3.