

Basic Steps for Troubleshooting

1. Check your connections.
 - a. Does the tablet need to be charged?
 - b. Is it connected to the internet?
2. Write down error messages or take a picture of them with your phone. You can give this information to technical support if you need to.
3. Off-and-on technique
 - a. For an application
 - Close it. Open it. Does it work now?
 - Close it. Restart the tablet. Open it. Does it work now?
 - b. For the tablet
 - Shut it down. Wait 5 minutes. Restart it. Does it work now?
4. Check for updates. (See next page for step-by-step instructions.)
 - a. Updates are usually automatic, but you sometimes need to check for them.
 - b. Ask your teacher for help to update your tablet.
 - c. Restart the tablet.
 - d. Does it work better now?
5. Ask for help.
 - a. Your classmates who know more about computers than you do.
 - b. Your teacher
 - c. Technical Support

Steps to Updating your Computer

1. Click in the search bar on the taskbar. It is next to the Windows Start Menu in the bottom left corner of the screen
2. Type "windows updates" and click on the Open link.

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3. Click on the gray button that says "Check for Updates."
4. If you need any updates, a list of updates will load.
5. Locate the gray button at the bottom that says "Install," "Download," or "Restart," and click this button.
6. Updates can take many hours to fully install on the tablet.
7. You may need to restart the device and repeat the check-for-updates process many times.