

Additional Tech Tips, Workarounds, and Suggestions

Here is a quick reference guide for issues that you may be experiencing with your devices as well as some quick workarounds and equipment purchasing suggestions that will help if needed. Please note that all equipment purchasing suggestions are **suggestions only**. Submit a ticket to the Help Desk (help.sandwich.k12.org) if you need any further technical assistance or to inquire about replacement devices.

Issue: My trackpad has stopped working.

Chromebooks:

- Option 1: Try a Powerwash (See “Performing a Powerwash” in our [Tech Tips Resource](#))
- Option 2: Plug in a USB mouse from a home desktop computer.
- Option 3: [Submit a ticket](#) for a replacement device, use an available home device.
- Option 4: Purchase a mouse online: [USB Mouse](#) (plug into USB port) / [Wireless Mouse](#)

Teacher Laptops:

- Option 1: Plug in a USB mouse from a home desktop computer.
- Option 1: Restart my computer/check for updates:(See “Computer Issues” in our [Tech Tips Resource](#))
- Option 3: Use an available home device.
- Option 4: Purchase a mouse online: [USB Mouse](#) (plug into USB port) / [Wireless Mouse](#)

Issue: My keyboard/certain keys have stopped working.

Chromebooks:

- Option 1: If possible try a Powerwash (See “Performing a Powerwash” in our [Tech Tips Resource](#))
- Option 2: Plug in a USB keyboard from a home desktop computer.
- Option 3: [Submit a ticket](#) for a replacement device, use an available home device.
- Option 4: Purchase a keyboard online: [USB Keyboard](#) (plug into USB port) / [Bluetooth Keyboard](#)

Teacher Laptops:

- Option 1: Restart my computer/check for updates:(See “Computer Issues” in our [Tech Tips Resource](#))
- Option 2: Plug in a USB keyboard from a home desktop computer
- Option 3: Use an available home device.
- Option 4: Purchase a keyboard online: [USB Keyboard](#) (plug into USB port) / [Bluetooth Keyboard](#)

Issue: My camera is not working

Chromebooks:

- Option 1: [Update my Chromebook](#)
- Option 2: Try a Powerwash (See “Performing a Powerwash” in our [Tech Tips Resource](#))
- Option 3: Use an external camera from a home desktop computer
- Option 4: [Submit a ticket](#) for a replacement device, use an available home device.
- Option 5: Purchase external camera online: [Webcams](#)

Teacher Laptops:

- Option 1: Restart my computer/check for updates: (See “Computer Issues” in our [Tech Tips Resource](#))
- Option 2: [Submit a ticket](#) - The Tech Office staff may need to remote in and update your drivers.
- Option 3: Use an external camera from a home desktop computer.
- Option 4: Use an available home device.
- Option 5: Purchase external camera online: [Webcams](#)

Issue: My charger is broken.

Chromebooks:

- [Submit a ticket](#) for a replacement, please note there will be a replacement fee for broken chargers.
- Check which model you have before purchasing! **Places to check:** the sticker on the bottom of the Chromebook - or - when the chromebook is open - check below the lower right-hand corner of the screen.
 - [Lenovo N21 Charger](#)
 - [Lenovo N22/N23 Charger](#) (This will be the same for both models)
 - [Lenovo 100e/100e 2nd Gen MTK Charger](#) (This will be the same for both models)

Teacher Laptops:

- [Dell Latitude 7480 Charger](#)
- [Lenovo T540p Charger](#)
- [Lenovo E450 Charger](#)

Issue: My device won't turn on.

Chromebooks:

- Option 1: Try all “Chromebook Issues” troubleshooting tips in our [Tech Tips Resource](#)
- Option 2: [Submit a ticket](#) for a replacement device, use an available home device.

Teacher Laptops:

- Option 1: Make sure your adaptor is plugged into a known working outlet and your device is charging
- Option 2: Use an available home device.

Issue: I have dropped/physically damaged my device.

Chromebooks:

- Per the student handbook, families will be responsible to cover the cost of repairs or replacement of school issued devices, including broken/missing chargers. Failure to do so will result in a pending fee that will be a graduation requirement.
- [Submit a ticket to the Help Desk](#) describing the physical damage and/or attaching a photo and the Tech Office will provide the corresponding repair fee based on the extent of the damage. Until a swap can be made, please use an available home device.

Teacher Laptops:

- Please use available devices at home. Upon reopening, your device will be assessed and sent out for repairs.