Tech Support Help

To fix most tech issues, please restart your laptop

• Press the ctrl – alt – del buttons on your laptop at the same time.
• On the bottom right of your screen, click the circle with a line through it.
• Choose 'restart'. Log back in after the restart.

Issue accessing a website?

• Close the browser. Open it up and try the website again
• Still not working? Try Firefox or Microsoft Edge.

How do I know if I'm logged into Chrome?

• From your desktop, double click on the Google chrome icon. Look for your first initial in the upper right hand corner. Click the initial. If you are logged into Chrome, you will see your name.
• If you don’t see your name look in the upper right corner for the icon that looks like a person. Click “Sign in to Chrome”.
• Type your PSD student email address in “Sign in” in Google Chrome. Click “Next”.
• On the next page, re-enter your PSD student email address. Click “Next”.
• Type the student’s password. Click the “Sign in” button.
• Click the “Don't show this again” checkbox. Click “Yes”. Click the “Yes, I'm in” button.

Power light on but screen is dark (what we call 'deep hibernation')

• Plug your laptop in. Press the power key (up in the right corner) down and hold it down for at least 30 seconds or until the power light turns off. Do not let go of the power key until the light is off. Wait a few minutes.
• Press the same power key for a couple of seconds until you see the white power light come back on. Then release the power key.
• You should eventually see the “Dell” start up menu appear, and then the login screen will appear. Next, restart your laptop.

Camera not working?

• Click the ‘windows’ icon found on the bottom left corner of the screen. The icon looks like four squares.
• Type the word ‘camera’ on the keyboard. The camera icon should appear. Click on the icon.
• The camera window will open up & you should see if the camera is working.
• Try taking a photo.

Microphone not working in Google Meets, but works in MS Teams

• If MS Teams is still running in the background, Teams will ‘take control’ of the mic and it won’t work in Google Meets. Be sure to exit MS Teams completely before using Google Meets.

Microphone not working in General

• Check to see if the light is “ON” on the F4 key on the laptop. If it is, the student may have hit the “Fn” key + F4 and locked the microphone OFF. Try Fn + F again to turn it back on. If the light doesn't go out, try Fn + ESC and the Fn + F4. The students do this on accident when trying to change the volume (Fn + F2 or F3)
Camera/Microphone not working in Google Meets?

- Open up a new Chrome tab/window
- Type in: `meet.google.com` and press ‘enter’
- Select ‘join or start a meeting’
- Leave the field blank and click on ‘continue’
- This should prompt a window to popup asking “Allow Meets to use your camera and microphone?”
- Select “yes”
- If this doesn’t work, please install the latest audio drivers on your laptop

Audio Drivers are installed, but microphone and/or camera still don’t work.

- To further troubleshoot the microphone and camera, type “Silverlight” in the Start menu where it says “Type here to search”. Click on the Microsoft Silverlight Icon. Choose the Webcam/Mic tab. You will see if Video and Audio are working properly.
- Check the Windows Privacy Settings by opening the Start Menu and clicking on the gear symbol. Choose “Privacy” from the options and you will see several sections on the left side. Scroll down on the left side and choose the ‘Camera’ & ‘Microphone’ sections. Under each section, make sure the ‘Allow apps to access your camera/microphone’ is switched on.