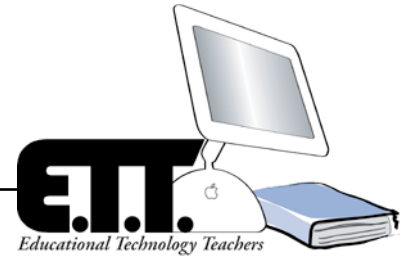


1 What Ifs?

Technology Basics



From time to time, things can go wrong with technology. The following is a step-by-step process to finding solutions to those problems:

I can't log on to my site's computer system:

- Check with your site's SCT to make sure your account has been enabled.
- No SCT at your school - Call the District's computer technicians.

I can't log on to my District e-mail account:

- Check with your site's SCT.
- No SCT at your school - Call the District's computer technicians.
- Call Cheryl Colvin at (760) 432-2150

I can't get my computer to print:

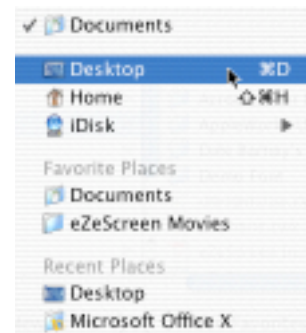
- Make sure the printer is plugged in and turned on.
- Make sure all cables are connected between the printer and computer.
- Make sure the correct printer has been selected from the Chooser.
- Make sure the printer has paper and ink/toner.
- Call your site SCT.
- Call the District's computer technicians.

The website I want to use comes up "Access Denied:"

- Email Kathy Shirley (kshirley@eusd4kids.org) with the name of the website, the website URL, and how the site applies to your curriculum.

Where do I save things to:

- All documents should be saved to your **Documents** folder. If you do not see it at the top of the **Dialog Box** when you try to **Save** a document, use the **Pull Down Menu** to go to **Desktop** and release. The folder with your name on it is your **Documents** folder.



When all else fails:

- Restart the computer! Sometimes things happen we just can't explain!

Who can I call for help?

- Your SCT (Site Computer Technician).
- District computer technicians -
 - Jean Samaniego (760) 315-1378
 - Rico Adea (760) 315-1377.
- Your ETT (Education Technology Teacher)
 - Frank Maggi - (760) 315-3002
 - Dale Barney - (760) 315-3003
 - Brad Pascoe - (760) 315-3004
- Education Technology Office - 432-2167