

KINDRED PUBLIC SCHOOL
TECHNOLOGY QUESTIONS

IPADS

- **MY IPAD WON'T CHARGE.**
 - Try turning the iPad off (hold the power button on the top - and **SWIPE** to turn off the iPad). Once powered off. Please charge **OVERNIGHT.**
- **I'M MISSING AN APPLICATION.**
 - Turn off iPad – when iPad is turned on – connect to **WIFI**. The iPad should check in with **Self Service** (and receive any new apps that are missing).

COMPUTERS

- **Why should I RESTART my computer?**
 - A restart will fix many things
- **What is an SMC RESET?**
 - This resets many of the computer settings; some of which might be: sound, power, fan running high (the list never ends); so this is one of the things I do before looking any further.
 - **HOW TO DO SMC RESET:**
 - **FOR 10 SECONDS** – hold down these keys
 - **LEFT HAND:** Hold down Shift + Control + Option (on the left)
 - **RIGHT HAND:** Hold down the Power button
 - Release all keys (computer should have turned off); turn on computer. Login again and check the problem you were experiencing.
- **What is Self Service?**
 - All installations and updates can be downloaded in Self Service (Command + Space bar = spotlight search (type in Self Service); open Self Service.
 - All updates and installations will be found here. Items listed in **FEATURED** should be done.
- **LOGIN CREDENTIALS**
 - **Did you know?**
 - Microsoft Office 365, Microsoft TEAMS and Schoology all use “single sign on” – or the same login and password. For most students, username: First.Last@k12.nd.us
 - Kindred Students and staff have a **GOOGLE** account too? This account is used to login to websites that have a “**LOGIN WITH GOOGLE**” button. For most, username: First.Last@kpsd2.us
- **When using TEAMS: My Camera or Mic do not work?**
 - Open System Preferences->Security and Privacy.

- Click on Microphone and Camera – place a check next to anything Microsoft TEAMS
- HOW TO SUBMIT A TROUBLE TICKET?
 - If you are a student or parent at Kindred Public School and have a technology problem; please submit a ticket at:
 - <https://www.thinkhelpdesk.com/Kindred>
 - Include your name, your student name,
 - a phone number
 - describe in detail - your request.