

COMPUTER TROUBLESHOOTING

There is a lot of great information available on the District's website at <https://www.k12northstar.org/domain/1103> . Login and click on the appropriate links. Reach out to the HELP DESK if needed.

HELP DESK

- To reach a help desk technician, dial extension **11397** from a district Cisco phone, or **452-2000 x11397** from a traditional phone.

We are open from 7:00 AM to 4:30 PM every weekday and located on the first floor of the Admin Center.

Quick Links:

- [Securly Web Filter Certificate](#)
- [Reset district password](#)
- [Work order system](#) (open a ticket)
- Screen Connect remote session (if instructed by Network Services staff): <http://icu.k12northstar.org>

FREQUENTLY ASKED QUESTIONS (FAQ)

- Q: How can I install Adobe Creative Cloud at home?
- A:
 - Go to adobe.com and click **Sign In**
 - Select **Continue with Google**
 - If you're not logged in with your district Google account (f#@k12northstar.org), please do so now
 - Select **Enterprise ID**
 - Select **Creative Cloud** and **Download**

- Once Creative Cloud is installed, you can install any available Adobe software.
 - Note each piece of software is up to 2.2 GB in size, please be mindful of any bandwidth caps.
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- Q: Is **Securly** legit?
 - A Yes, Securly is the district's web filter. More info [here](#).
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- Q: How can I add a printer to one Chromebook?
 - A: Follow [these instructions](#).
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- Q: Can I troubleshoot *anything* on a **Chromebook**?
 - A: Yes! Here is a quick guide: <https://www.k12northstar.org/Page/7820>
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- Q: I have a question about **email**.
 - A: Check out the excellent [Email FAQ](#) page.
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- Q: How do I add a **printer** to my computer?
 - A: Follow the directions [here](#).
 - . See the [Filewave page](#) for more info.
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- Q: How do I get my **personal device** on the BYOD network?
- A: Follow the directions [here](#). Note: Pending status means it's ready to connect.