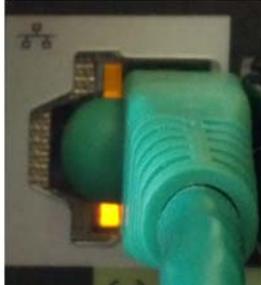


QUICK SOLUTIONS FOR COMMON PROBLEMS WHEN TRYING TO ACCESS FILES AND/OR THE INTERNET

- **CAN'T LOGIN AND/OR CAN'T GET TO YOUR H DRIVE?**
 - If you can see the back of your computer, please look to see if there is a wire plugged in with a green and/or orange light near the wire



- - If the wire is unplugged and/or if there is no light, securely plug the wire into the computer and, if you can get trace it back to the other end, please make sure it is plugged in there securely as well
 - If by securely plugging in either end causes the light to turn on, please simply log off of windows and back on to access your files (or log on for the first time if you couldn't previously)
- **HAVING TROUBLE ACCESSING THE INTERNET BUT YOU CAN GET TO YOUR H DRIVE?**
 - Please log off and log back on to windows
 - Note – you do not need to shut down or restart – please just simply log off and back on