Student Device Troubleshooting Guide

Problem- If you see this error:	Solution- You should do this:
We can't sign you in with this credential because your domain isn't available. Make sure your device is connected to your organization's network and try again. If you previously signed in on this device with another credential, you can sign in with that credential.	Usually means device isn't connected to OCPS network. You need to click on the wireless network icon in the bottom right corner of the desktop screen and click on "OCPS". You should not be on OCPSmobile, OCPSsecure, OCPSvisitor or any other wireless network.
System running low on resources or Cannot log on/ Windows cannot log on	Restart the device and try to log in again. If you are still having the issue, follow the steps to submit a digital tech request using the Google Form.
I forgot my password.	Log in with the secure username and password "studentid" (no caps). The username and password is the same. You will sign the AUP and reset password. Then write it down somewhere safe!
I am logged in but I cannot browse the internet.	Make sure you device is not on airplane mode and that it is connect to the school network (OCPS).
The screen froze.	Shut down the device using the power button on the right side of the computer. You will need to hold it down for approximately 8 seconds. Then turn the device back on.
My mouse is not working.	Restart the laptop by holding the power button down for approximately 8 seconds. Turn the device back on. If the mouse still doesn't work, submit a digital tech request using the Google Form.
My keyboard is not working.	Restart the laptop by holding the power button down for approximately 8 seconds. Turn the device back on. If the mouse still doesn't work, submit a digital tech request using the Google Form.
My account has been locked or disabled.	You need to submit a ticket using the following url: https://studenttechrequest.ocps.net