



Troubleshooting initial setup of your CCSD laptop

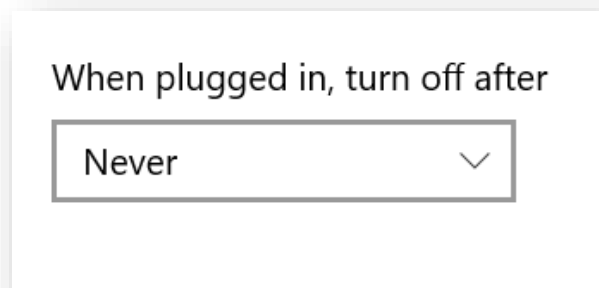
Is your CCSD laptop working at home but not on campus? Are you experiencing one of the following issues when you bring your device to school?

- Invalid password error message
- Can't connect to Wi-Fi

If yes, your computer did not fully load all CCSD applications.

Before entering a ticket for device repair (which could take a few days), please follow these troubleshooting steps at home:

1. Plug in your device & log on
2. Be sure you are connected to your home Wi-Fi
3. Open the *Power & sleep settings* menu
4. Choose the following setting:



*****Now, leave your computer plugged in, logged on, and connected to home Wi-Fi overnight*****

When you return to campus, your device should allow you to log in like any other CCSD laptop or desktop computer. It will automatically connect to the Matrix & should not ask you to select a Wi-Fi network.