

## IT Department's Home Troubleshooting Guide for Virtual Learners

**Below are some common problems students are having when getting their laptops home. Please try the solutions below and if the problem continues, call the IT support center at 610-473-3500 - option 1**

**Problem:** Receiving a Network Admin error or you have white X's showing up next to available networks




**Solution:**

- Go to your closest district building and pull up close enough to the building to connect to the school Wi-Fi and connect to BASDSTUDENT
  - Restart the laptop
  - Confirm the white Xs are no longer showing before you leave the parking lot
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**Problem:** Receiving a black screen with no desktop icons

**Solution:**

- Hold the power button down until the laptop completely shuts down
  - At the log in screen, click on the power  in the lower right corner and restart laptop.
  - Once it restarts, try logging in again
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**Problem:** Receiving windows license error

**Solution:**

- Go to your closest district building and pull up close enough to the building to connect to the school Wi-Fi and connect to BASDSTUDENT
- Log into computer
- Click on Start and in the search, type cmd and press enter
- A black Command Prompt box should pop up. Type gpupdate /force and then hit enter
- Restart computer
- Log back in to confirm license error is no longer showing