

Independent Troubleshooting for Students

If you're having technical difficulties with class programs/software...

Restart the program: If a specific program isn't working properly or responding, try restarting it or force quit the program:

- Windows – Hold **Control + Alt + Delete**, right-click on the program, and select End task
- MacOS – Hold **Command + Option + Escape**, click on the program and select Force quit

Try using a different internet browser: Switch to a different browser, or check to see if your browser of choice needs to be updated

Clear your browser's cache: sometimes old data gets stuck in the cache and causes issues

Try restarting your computer: Tried and true, "have you tried turning it off and on again?"

Search your specific issue: If you're able to access the internet, you might search the specific problem you're having to see if others have experienced it, and what they've done to problem solve/resolve the issue

If you're having issues accessing course materials: Contact the instructor of the course to make alternate arrangements to access materials

If you're having issues with ACORN: Contact [Open Acadia Support](#)

If you're having issues with Microsoft Teams: Contact the [Technology Services helpdesk](#)

If you're having issues with Zoom: Contact [Zoom support](#)

If you're having issues with other programs your instructor has assigned: Contact the instructor of the course so they can liaise with the appropriate support personnel

If your computer is running slowly...

If the program or application is running poorly: Try closing all other programs or applications still running on your computer that you're not using

Run a virus scan: Check to make sure there are no viruses or malware on your computer

Check your hard drive space: If your computer is running out of space, try deleting any unnecessary files/programs taking up significant space

If your computer freezes: Try relaunching Windows Explorer (Windows) or the Finder (macOS)

- Windows – Hold **Control + Alt + Delete** to open the task manager, select Windows Explorer, right-click and select Restart
- MacOS – Hold **Command + Option + Escape** to open the Force Quit Applications box, select the Finder and click relaunch
- If this doesn't work, hold the power button down for 5-10 seconds to hard reset your computer

Other tips for making sure connections stay strong:

- **Don't stream during live sessions:** Make sure no one in your household is streaming while you're attending live sessions (Netflix, YouTube, etc.)
- **Take note of error messages:** Jot down any error messages and codes that come up. If possible, look these up on your own, or relay them to Technology Services.
- **Check any cables/connections:** Check to make sure everything that is supposed to be plugged in is plugged in
- If connections errors persist, **try using a wired connection if possible**