

## **Troubleshooting Suggestions before submitting a Chromebook ticket**

1. Restart your chromebook daily
2. If your Chromebook is frozen, hold down power button for a minute or so until it shuts off. If that does not work.....

## **Chromebook Repairs/Issues**

Click on link to fill out Mojo Ticket - <https://amboy272.mojohelpdesk.com/>

## **How to access your Hotspot on your phone**

iPhone: Go to the Settings app, tap on "Personal Hotspot", set a password and toggle the Personal Hotspot button to turn the hotspot on. Your phone has to be awake to connect to the hotspot from another device, but after the initial connection you can put your phone to sleep using the sleep/wake button.

[Here is a link to instructions on how to enable the hotspot feature on an android phone.](#)

## **On-premise Connectivity Options**

We have moved two of the district's Wifi access points closer to exterior walls so they can be used from outside the buildings.

One of the access points is in Mrs. Kastner's classroom at Central (door 12 near the playground. There is a picnic table outside near this classroom. Please maintain a safe distance from others if you choose to use this).

The other is in the teacher's lounge at the Jr High (the parking area near the outside bus parking).