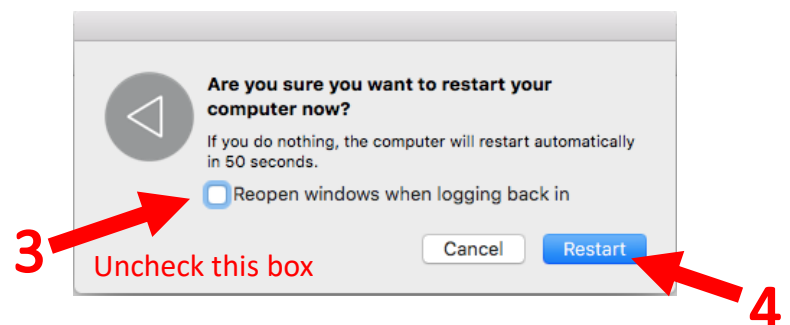
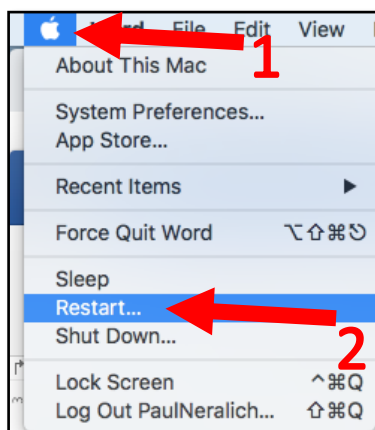


PARK RIDGE SCHOOL DISTRICT TECHNOLOGY DEPARTMENT GUIDANCE FOR BASIC MACBOOK TROUBLESHOOTING WHEN AT HOME

If you are having trouble with your MacBook, try these steps first:

- Restart your MacBook (for more details see below)
- Make sure you are connected to the correct Wi-Fi service in your home
- Don't exceed 3 or 4 tabs in your browser
- Keep the number of open applications down to 1 or 2
- Make sure you really **quit** out of an app using command-Q
 - If a black dot appears under the icon in the dock, the app is still open!
- If an app is frozen, try to **Force Quit** it by using the option+command+esc key combination
- Avoid any unnecessary streaming apps – this includes others in the home
- Restart your wireless router
 - Power off, wait 10 seconds, power on

Restart Your MacBook



- If your laptop is completely frozen and nothing else works, hold the power button down until the laptop turns off. This may take up to a minute. After it is powered off, let it rest for at least a minute, then power it back on. Warning – doing this may cause any unsaved documents to be lost, use only as a last resort.