**Technology Trouble-Shoot**

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| Telephone not working | Is there power?  Is it plugged into the correct wall port?  Call TSS or create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Can't locate (H:) drive | Are you logged in with your E-number?  Are you connected to the internet?  Call TSS or create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Can't project | Is the projector on?  Is the AV Media box turned off?  Are there any loose cables?  Is the projector on the correct source?  Is the screen door open?  Is the Elmo turned on?  Call TSS or create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Computer not working | Do you have power?  Is it plugged in to the wall?  Is it docked correctly?  Is the monitor on?  Do you see any loose cables on the monitor or docking station?  Call TSS or create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Email is not working | Are you using the correct URL?  Are you using the correct username and password?  Are you a first time user?  Call TSS or create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Required software is not installed | Create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Printer not working | Is there power?  Is the printer plugged in to an outlet and plugged into the docking station?  Is the printer on?  Is the correct printer set as the default on your computer?  Does the printer have ink?  Is the printer giving any error message?  Call TSS or create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) |
| Projector needs a new bulb | Call TSS to verify a new bulb is available.  Once a bulb is located, create a [Work Order](http://heatss2/heatselfservice/BlueBalloon/en-us/) to have the bulb installed. |