TROUBLESHOOTING
STUDENT LAPTOPS

Got laptop problems? Follow these steps for a quick fix.

❶ REBOOT YOUR DEVICE

The first thing you should do when having login or connectivity issues is restart your device.

*Reboot your laptop daily while at school to receive regular updates.

❷ CHECK YOUR WI-FI SETTINGS

Your student laptop should automatically connect to the **CCSDStudents** network at school.
Do not connect to any other school network.

❸ USE THE CORRECT USERNAME

Your student laptop username is your CCSD student email address, **not** your student ID number.

first.last@students.cobbk12.org

❹ USE THE CORRECT PASSWORD

If your device was recently repaired, your password was reset to your **8-digit birthdate**
(2-digit month, 2-digit day, 4-digit year). Be sure you are using the correct password!

❺ ENTER A HELP DESK TICKET

If you have checked the above troubleshooting steps and are still experiencing issues,
take your laptop to Murray Hall to submit a help desk ticket. *Remember that when your laptop is repaired, your password will be changed to your 8-digit birthdate.*