# Titan Tech Tips 💻 MacBook Air

- **Power Off & Restart Laptop**: If a laptop is not working correctly, please first <u>Power Off</u> the laptop by clicking on the top left apple icon 🍎 and clicking <u>Shut Down</u>. Wait at least 15 seconds and then <u>Restart</u> the laptop. If the laptop is frozen and you cannot power it off properly, press and hold the power button for 15 seconds and then release it; wait 15 seconds, then <u>Restart</u>.
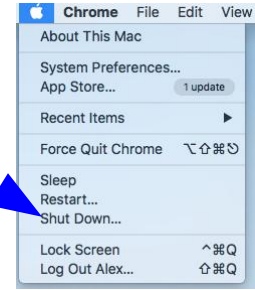
- **Internet Wi-Fi Set to IWCS-Students**: Be sure that the Internet Wi-Fi is set to IWCS-Students. Click on the Wi-Fi icon 📶 and select <u>IWCS-Students</u>.
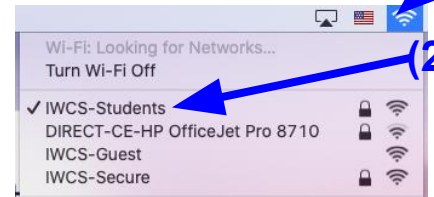
- **Internet Browser Reset**: If there is a problem with the Internet: Open <u>Self Service</u> (*to find Self Service, from the desktop, click on the word <u>Go</u> towards the top left of the screen, then click on <u>Applications</u>, search for <u>Self Service</u>); Once <u>Self Service</u> is open click on <u>Install Browser Reset</u> and let this run. This will reset the Internet browser & resolve issues.
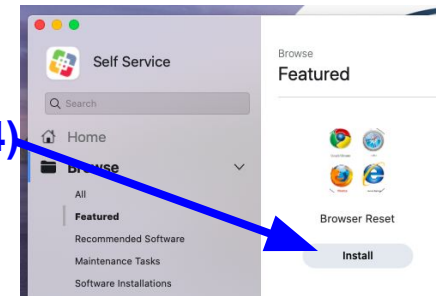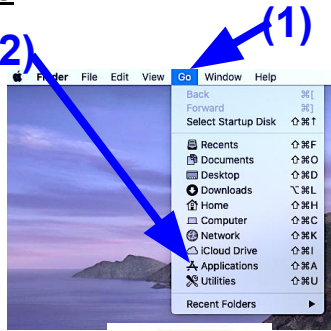
- **Self Service**: Please also use <u>Self Service</u> to search for and download any needed applications such as the Zoom app.

- **System Reset**: Reset the laptop to resolve many issues - <u>Power Off the Laptop</u> & then <u>Plug In the Laptop</u> with its power cord, then press and hold <u>shift</u> + <u>control</u> + <u>option</u> and while holding down these 3 keys, then also press and hold the <u>power button</u> and <u>hold all four keys down</u> and count to 15 seconds, then release all four keys. Wait 15 seconds then press the <u>power button</u> again restart the laptop now that the system has been reset to resolve issues.

- **Software Updates *Note this takes 30 minutes**: If a laptop is not working properly, allowing it to download system updates will resolve many issues. Click on the apple icon 🍎 at the top left of the desktop screen, then click <u>System Preferences</u>, then click on <u>Software Update</u>, then click on <u>Update Now</u>. Type in student username & password if prompted to download.