

# Study Support & Resources

## How To Guides

How To Access Microsoft Teams Assignments



How to Access Seneca



How to Access Hegarty Maths



## School laptop not working?

Try these steps. If you are still having difficulties, please let the school know:

### 1. First Steps

Ensure the laptop is plugged in and charging

Check the plug socket is working and the charger is connected properly

Turn the computer off and on again

Please note devices won't work after 10pm

### 2. Reboot your chromebook:

Step 1: Turn off the Chromebook by holding down the Power button.

Step 2: Press and hold the Refresh button and then tap the Power button.

Step 3: Once the Chromebook starts, release the Refresh button.



### 3. Performing a 'cold boot' of your chromebook:

Step 1: Turn off the Chromebook by holding down the Power button.

Step 2: Press and hold the power button for at least 20 seconds until the device starts up.

Step 3: Once the Chromebook starts, release the Power button.

### 4. If this doesn't work, please contact school for support.

Call us on 0121 459 4451 or email: [info@arkkingsacademy.org](mailto:info@arkkingsacademy.org) and ask to speak to your Student Support Manager.