



MacBook Air Troubleshooting Guide

Problem		Possible Fix
Screen freezes or blank screen		Hold down the power button for a FULL 10 seconds until it powers off, wait 30 seconds, then restart.
Will not charge		<ol style="list-style-type: none"> 1. Check MagSafe2 Power Adaptor Connection 2. Plug into the wall 3. Try a different wall mount and/or socket 4. Try another charging cord
Won't connect to internet/Wi-Fi		<ol style="list-style-type: none"> 1. Click the Apple Menu  2. Click System Preferences 3. Click Network 4a. Choose the "bluevalley" network at school and/or Turn Wi-Fi on/off 4b. Choose your home network
Running slowly		Quit all apps (Command + Q) and restart the device
Running poorly in general		<p>If shutting down and restarting doesn't fix the issue:</p> <ol style="list-style-type: none"> 1. In Chrome, Click 3 parallel lines, then "History" 2. Choose "Clear Browsing Data" 3. Check the box by "Cookies" & "Clear Cache" 4. Clear Browsing Data
Unresponsive App		When an app hangs, it freezes you out and will not let you do anything, including quit out of it. You can call up the Force Quit menu from the Apple icon in the upper-left corner or by hitting Command-Option-Escape . Highlight the app that is not responding and click the "Force Quit" button.
No sound on headphones		<ol style="list-style-type: none"> 1. Make sure headphones are plugged in properly and there is no dirt in the plug 2. Make sure device is not on mute
A website is unresponsive or is not cooperative		<ol style="list-style-type: none"> 1. Try another browser: Chrome (default) or Safari 2. Turn off Wi-Fi for 10 seconds; turn back on Wi-Fi

MacBook Built-In Help

Open the Finder app and click HELP in menu bar.

BVH Tech Support Help Documents

Go to The-BVH-Family Course in Canvas; click on Tech Support from main menu (<https://bit.ly/2ECUsIw>).

If all else fails, contact a teacher or visit the BVH Library and report the issue.