

# **Problem Reporting**

If you need technical assistance with software or hardware, problems should be reported immediately. Students should go to the help desk known as the "ICU" located in the HHS Library.

Never attempt to repair a computer yourself!

## **Software Problems- Questions About Using Software/Applications**

ICU staff can only help you with software that is part of the default configuration of the laptop. If a program hangs or freezes, you can probably fix the problem by restarting the laptop (save your work first). ICU staff will try to help to the best of their ability.

## **Loss or Theft**

1. The student must report theft (or suspected theft) of the computer, loss of the computer, or damage to the computer to school personnel immediately.
2. A Parent/Guardian will be notified.
3. Parents may be directed to contact the Hays Police Department and provide a copy of police report to the HHS office.