

Trouble Shooting Tips

Connecting to the Internet

The MacBook laptops are equipped with a wireless network capabilities. Wireless connectivity is available at school. For home use, students should only connect to a password protected wireless network. While unprotected networks are also available they are not recommended because they will leave the computer and data vulnerable.

If a wireless network is not available at home, an Ethernet cable can be used to connect the MacBook to your cable modem or router. The computer will pick up the DHCP address and internet access should be available.

Technical Support and Repairs

Technical support is available during school hours from the NPS Technology Department. In the event that a laptop needs repair, report it to the school computer technician. Every effort will be made to repair or replace the laptop in a timely fashion. Depending on the severity and nature of the issue, a loaner laptop may be provided until your laptop is repaired and returned to you.

If a technical issue occurs at home or outside of the school day all laptops are covered under the Apple Care Program. This coverage provides phone support for many hardware and software related questions. Apple Care Support can be reached at **800-APL-CARE (800-275-2273)**. Apple Care service is also provided by visiting the nearest Apple store which can be found at <http://www.apple.com/buy/locator/service/>

Basic Troubleshooting Steps

