**COMMON TROUBLESHOOTING PROBLEMS**

***“I DON’T HAVE INTERNET!”***

* Try accessing [www.google.com](http://www.google.com)
  + If you can access this, you have internet and it’s another problem.
* Check another computer
  + If another computer can access BlueStep or Google, you have internet and it’s another problem
* Click Refresh
  + Many times, a typo can cause problems and refreshing can fix it
* Restart your computer
  + Sometimes your computer just needs a reboot
* Restart the wireless router (unplug the power cord, wait 10 seconds and plug it back in, wait until the lights stabilize)
  + Sometimes the wireless signal gets jammed up and needs to reset

***“BLUESTEP ISN’T WORKING!”***

* Login won’t work
  + Can you access the BlueStep website?
  + Did you type your password correctly? (check caps lock)
* Did you type the address correctly for your location?
* Click Refresh
* If BlueStep isn’t work in Internet Explorer, try using Google Chrome browser

***“MY OUTLOOK ISN’T WORKING!”***

* Is it disconnected?
  + Close Outlook, re-open Outlook
* Is it asking for your password?
  + Be sure your username is in this format **THECOTTAGES\username**
  + Re-enter your password (same as to log into your computer)
  + Be sure to check the checkbox for “Remember my password”

***“MY PRINTER ISN’T PRINTING!”***

* Turn the printer off, wait 10 seconds, and turn it back on
* If there are a lot of jobs that were sent, they are probably backed up in the queue. Open your printer queue on your computer and delete all jobs listed. Restart your jobs to the printer again.