

# Common issues and solutions

## Accessing WIFI at School

If you are using a computer that is owned by the school, connect to the STGRSD Devices network.

If it says “no Internet” or has not wireless networks available, ask your teacher to contact IT via a help ticket.

If you are using your own device brought from home:

If you are using a MacBook or Chromebook: If you tried to connect to the STGRSD Guest network or the

STGRSD Devices network (and failed), you may need to adjust your network preferences to “forget”

these networks. Once you adjust these settings you may need to restart your computer. Then connect to the BYOD network.

If you are using a computer running Windows: Use the school username without the email extension

(@k12.stgrsd.org) and the school/Office 365 password to sign in to the STGRSD BYOD network.

1. If you were able to use the STGRSD BYOD in the past and you cannot currently connect, you may need to reset your school password. You may need to log in from a school computer in order for your password to update. Please see the note about password changes in Windows Help.
2. Connect to the BYOD Network- Use the school username WITHOUT the email extension (@k12.stgrsd.org) and the school/Office 365 password and click “Connect.”

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