

Windows/Microsoft 365 Help

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Password Resets

Every year, you will be asked to reset your password.

Your password cannot be:	Your password must have:
the same password or any of your previous passwords your first or last name as a part of your password the word “password” or “abc”	at least seven characters a capital letter a lowercase letter a number

Microsoft 365/Teams help

For all Office 365 apps: Outlook, Teams, etc.

1. When signing in through the web, if the website says your password is incorrect, make sure you are using the full email address, not just your username.
2. Look carefully at the URL. (the website address that begins with https://). If it begins with <https://login.live.com/...> It is the wrong log in screen.
You must go to <https://office.com>. When you click sign in, the URL will be <https://login.microsoftonline.com/...> This is the correct log in screen.

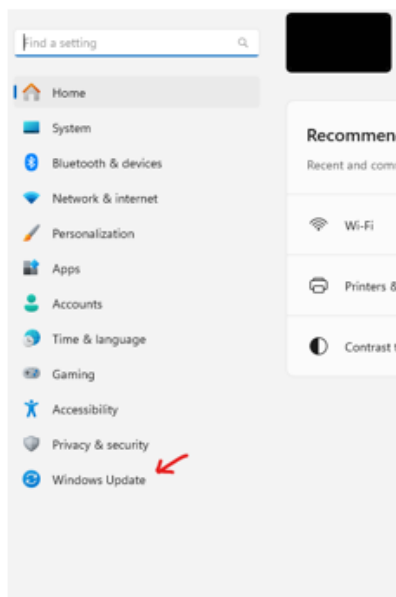
How to Do A Windows Update

How to do Windows Update:

You will need to go to the settings window to begin:

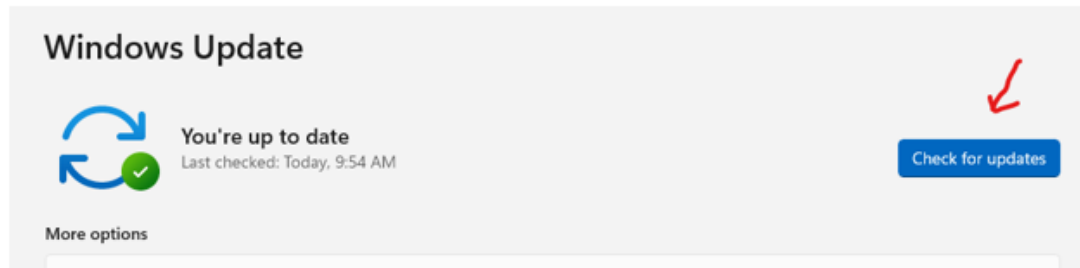


Then Click Windows update:



Then you will click “check for update:”

Then you will click “check for update:”



You will either have updates and that will process automatically, or you will have some that you will need to download and install. You will need to make sure these are completed to make sure you Device is up to date.

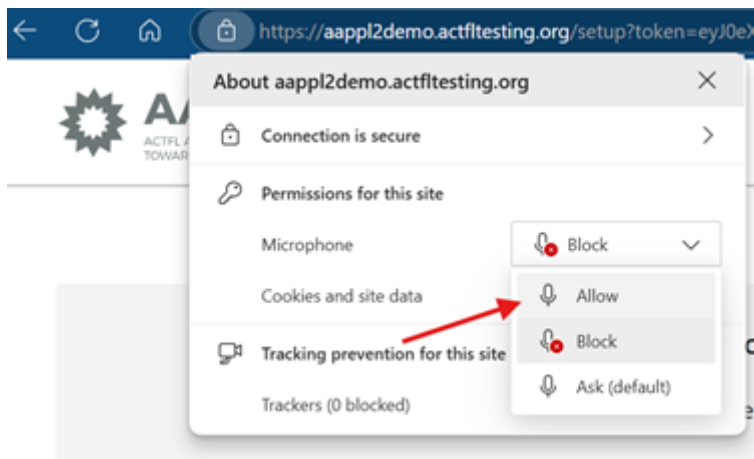
Recording and Microphone troubleshooting

On the web or Teams:

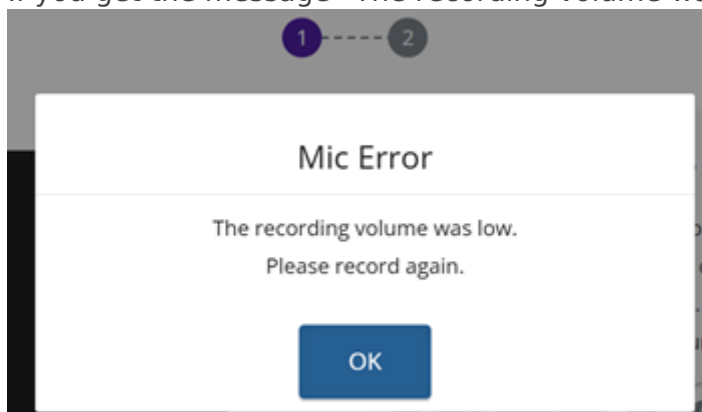
First make sure you allow the website to use your microphone.

A screenshot of a computer screen. The browser address bar shows the URL <https://aapl2demo.actfltesting.org/setup?token=eyJ0eX...>. A permissions dialog box is open for the site. The dialog has a title bar "About aapl2demo.actfltesting.org" and a close button. It lists "Connection is secure", "Permissions for this site", "Microphone" (set to "Block"), "Cookies and site data" (set to "Allow"), and "Tracking prevention for this site" (set to "Block"). A red arrow points from the "Tracking prevention" section to the "Allow" option in the microphone dropdown menu. The background shows a logo with a star and the text "ACTFL TOWARD...".

If you click “block” by accident, click on the “lock” or lines next to the URL and change the microphone setting to allow.



If you get the message “The recording volume was low. Please record again.”



Open your Windows “Settings”

(Click the blue windows button at the bottom of the screen, then the gray gear.) On the left side of the settings box, click “system” then select “sound.”



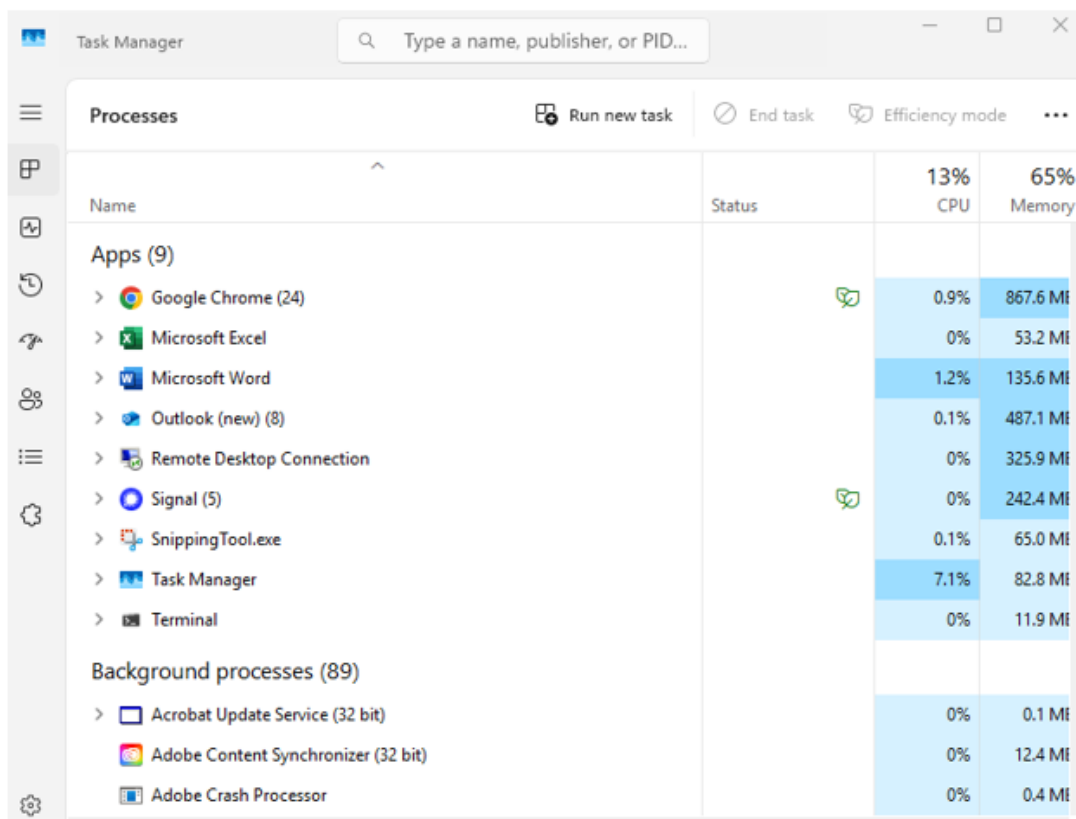
Scroll down until you see “Input.” Check that the Volume next to the picture of the microphone is up. If the microphone has a slash through it, click on the microphone to remove the slash. Try to record again.

A screenshot of a computerAI-generated content may be incorrect.

How to Close running Programs

How to Close running Programs for MCAS:

First do CTRL+ALT+DEL to get to task Manager



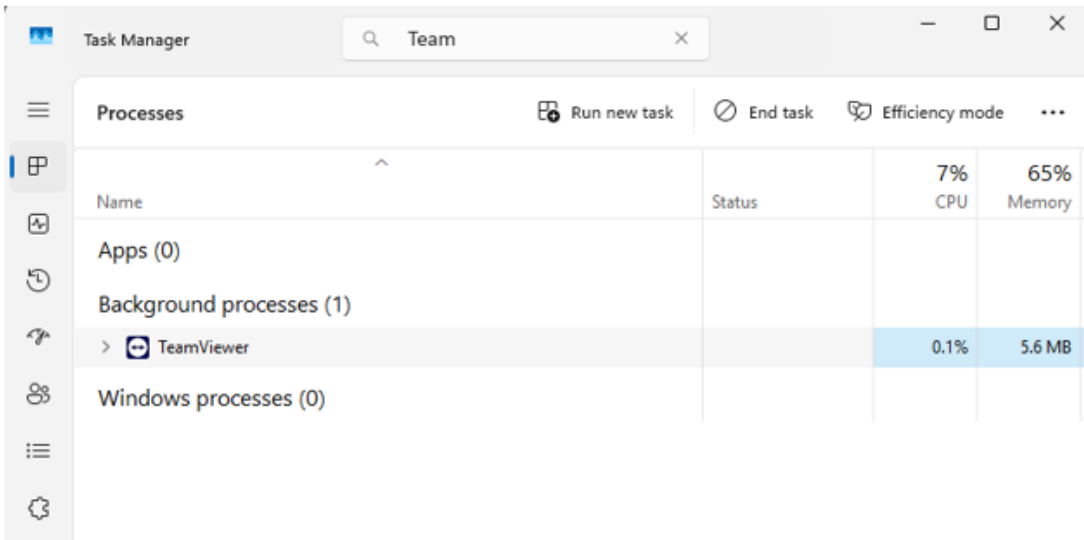
The screenshot shows the Windows Task Manager window. The 'Processes' tab is selected, displaying a list of running applications and background processes. The list is organized into two main sections: 'Apps (9)' and 'Background processes (89)'. Each process entry includes its name, status, CPU usage, and memory usage. The 'Apps' section lists Google Chrome (24), Microsoft Excel, Microsoft Word, Outlook (new) (8), Remote Desktop Connection, Signal (5), SnippingTool.exe, Task Manager, and Terminal. The 'Background processes' section lists Acrobat Update Service (32 bit), Adobe Content Synchronizer (32 bit), and Adobe Crash Processor. The CPU usage for all listed processes is 0%, and the memory usage for all listed processes is 0.1 MB.

Name	Status	CPU	Memory
Apps (9)			
Google Chrome (24)		0.9%	867.6 MB
Microsoft Excel		0%	53.2 MB
Microsoft Word		1.2%	135.6 MB
Outlook (new) (8)		0.1%	487.1 MB
Remote Desktop Connection		0%	325.9 MB
Signal (5)		0%	242.4 MB
SnippingTool.exe		0.1%	65.0 MB
Task Manager		7.1%	82.8 MB
Terminal		0%	11.9 MB
Background processes (89)			
Acrobat Update Service (32 bit)		0%	0.1 MB
Adobe Content Synchronizer (32 bit)		0%	12.4 MB
Adobe Crash Processor		0%	0.4 MB

In the new MCAS system it will tell you what apps are open such as Edge, Teams or TeamViewer or maybe all of those:

In the search box type the program as for example I am using TeamViewer:

Then Click the specific application



Click the background process and end task.

This should be for all processes or applications then reopen MCAS app and you will get to the sign in screen.