

# Who to Contact for Technology Issues

Issue	Do it Yourself Solution	Who To Contact
Cannot Log on to my computer with my user name and password. Error says I am using the wrong username or password but I think I am using the correct one.	Check your keyboard to see if the NumLock is active with a Green Light above it.	<b>ITD Help Desk</b>
Starting POS Client it says "POS cannot be started contact your Supervisor"	Enter in the Server Id box wsxxx-snap1-(xxx is your 3 digit school number)	<b>Snap Department</b>
Signing on POS there is an S behind your POS number. (Ex.1914S)	There is problem with the phone cords making a connection. Make sure phone cords are properly seated or replace. Test on another POS.	<b>Snap Department</b>
Cannot Log on to Websmartt-Initialization failed. Invalid username and/ or password. You cannot continue.	Be sure to enter your user name and password correctly. This is the same user name and password used on your office computer when logging in.	<b>Snap Department</b>
Pin Pad is not working. When students enter their Pin Numbers or swipe their Id badge their name does not appear on the POS screen.	Make sure Pin Pad is properly connected to POS. Try Again.	<b>Snap Department</b>
POS does not turn on at all. Could be possible short in the power cord or POS connector in back of POS terminal	Make sure there is power coming from the outlet by plugging in another electrical device to see if it comes on. (radio, cell phone, fan etc.)	<b>Snap Department</b>
Students are showing Withdrawn when they enter their Pin Numbers.	Determine if this is all students or just a few. If just a few look into their student information page to see if they are listed as Active or Inactive. Check with office to see if student are enrolled in your school.	<b>Free and Reduced Department</b>
When I try to update my inventory it said insufficient qty. and will not make the changes.	View an Inventory on Hand report and check to see how many of the item is on hand. Compare that number with amount you are trying to take off. Make sure you are using the right product codes.	<b>Snap Department</b>

## Who to Contact for Technology Issues

<p>My Computer is frozen and nothing responds to my mouse clicks.</p>	<p>Press Ctrl+Alt-Delete. The Task Manager program will appear so you can use it to unfreeze non-responsive programs.</p>	<p><b>ITD Help Desk</b></p>
<p>Computer will not turn on (Power On).</p>	<p>Check the outlet it is plugged into to see if it is working. Check the circuit breaker for that outlet. (test outlet with cell phone, monitor, radio or fan etc.) Unplug then re-plug computer power cord into wall outlet. Is Monitor turned on? Is printer turned on? If other devices turn on when plugged into same outlet you will need to contact the Help Desk and then Inform Snap Dept.</p>	<p><b>ITD Help Desk</b></p>
<p>Ordering, Inventory and Production Issues you cannot solve yourself.</p>	<p>Restart the computer. (make sure the Meal Session is ended first) After it restarts try again to do what you were doing</p>	<p><b>Snap Department</b></p>
<p>My Printer will not print.</p>	<p>Check to see if you have the printer set as your default printer.</p>	<p><b>ITD Help Desk</b></p>