



Need Technical Support?

For technical support with your RCPS Laptop:

EMAIL

techsupport@rcps.us

-or-

CALL

540-562-3880

Please provide the following information in any email and/or voicemail:

- Laptop Name (see label on top cover)
- Student name, grade, and school
- Your preferred contact information
 - A description of the issue

For Instructional Support with Remote Learning:

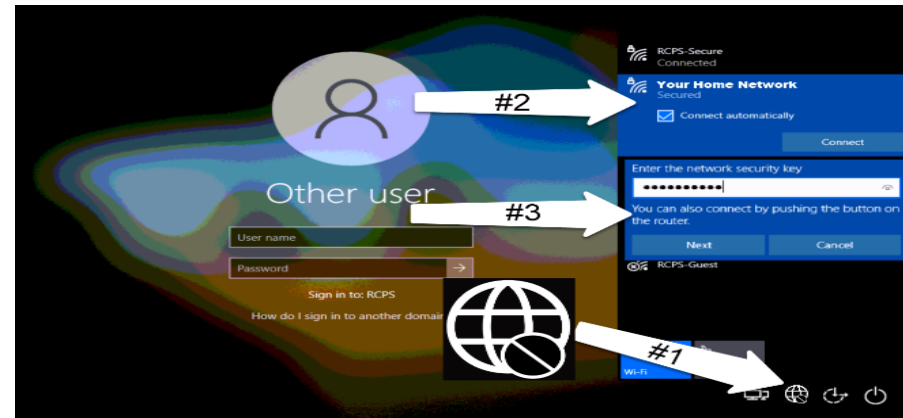
Email or call your teacher directly

RCPS High School Laptop Set-Up Directions for At-Home Use

****The steps below must be completed the first time you log in to your RCPS laptop from home****

Initial Laptop Login Directions – for home use

To begin, turn the laptop on, press **Ctrl + Alt + Del**, and click **OK**



1. Click the **Internet icon** in the bottom right of your screen
2. From the list of networks **choose your home network** and click **Connect**
3. Enter **your home Wi-Fi password** and click **Next**

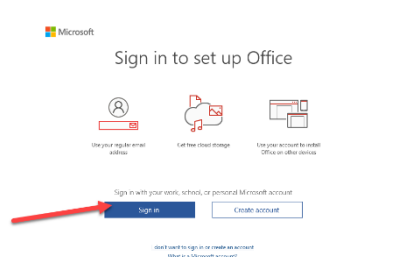
Connecting to the VPN

1. Once connected to Wi-Fi, click the **Network Sign-In icon** in the bottom right of your screen (to the left of the Wi-Fi icon)
2. Allow time for the connection to happen.
3. Log in to the laptop using your RCPS Username and Password.



Activate Microsoft Office

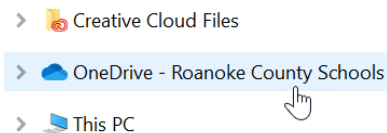
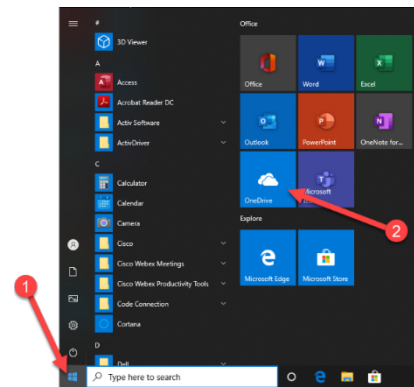
1. Open Word or PowerPoint.
2. Click **Sign In**.



3. Type in the student's school email (ends in @student.rcps.us) and click **Next**.
4. Type in the student's password and click **Sign In**.
5. Click **Ok**.
6. Click **Done**.

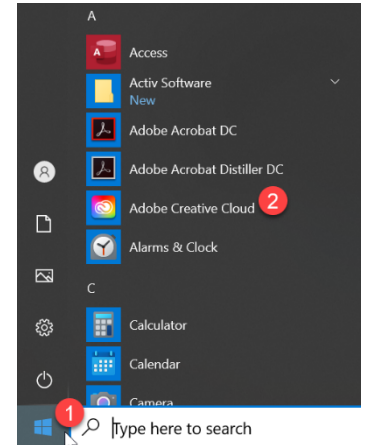
Sign in to OneDrive

1. Click on the **Windows Start button** then find the OneDrive app and click to open.
2. Sign in using the student's school email (ends in @student.rcps.us) and password.
3. Click **Next** to follow through the tutorial. At the end, click "**Open my OneDrive folder**". Remember to always save your documents into the **OneDrive – Roanoke County** folder.



Sign in to Adobe Creative Cloud

1. Click the **Windows Start button** and find the **Adobe Creative Cloud** app and click to open.
2. **Sign in** using the student's school email (ends in @student.rcps.us) and password.
3. After it loads, you can close the program.



Setting up a Home Printer

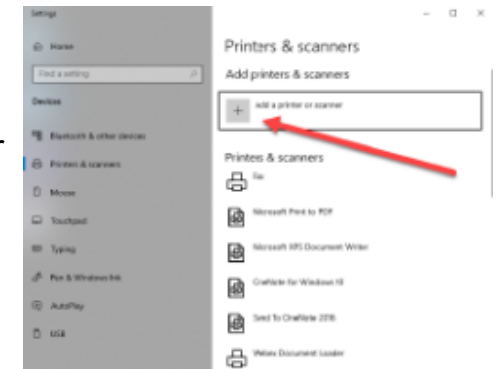
RCPS does not provide printers for home use. However, you can connect most home printers to a student laptop. There are a wide variety of printers, but many printers will connect using one of these 2 methods:

Option 1 – Connect with a USB cable: (easiest option)

1. Plug the USB cord from the printer to the laptop
2. Laptop should recognize a new device and auto-install the printer.

Option 2 – Wireless Printer

1. Type **Printers** in the Windows search bar
2. Click on **Printers and Scanners**
3. Choose **Add a Printer or Scanner**
4. Your network will be searched for an Available printer – **Click Printer Name**
5. Choose **Add Device**



Please refer to the documentation that came with your printer for more directions