

Travel Tips and Troubleshooting

Before Traveling

1. At least one day before traveling, contact the IT department to find out if there have been any changes to the items you will use while out of the building.
2. At least one day before traveling, bring your laptop down to IT – especially if you had problems with connecting the last time you were out!
3. At least one day before traveling, make sure your VPN, broadband card and/or wireless capabilities are all in working order before you leave.

While on the road

1. If you connect through a Verizon Broadband Wireless Card
 - a. Is your laptop finding your card? If not, try rebooting.
 - b. Does the word “connected” appear at the bottom left of the VZ Access Manager window? If no service is found, “No Service” appears.
2. If you are connecting to a wireless “hot spot”:
 - a. Did you activate your wireless network connection?
 - b. To activate, push the wireless button on your keyboard. (Looks like a radio signal – ((i)) -)
 - c. Does the wireless network require a password? (This can often be obtained from the front desk of the hotel).
 - d. Is your signal strength sufficient?
3. If you are connecting via the VPN:
 - a. Do you have a good internet connection?
 - b. Is your username and password correct? (Same as your network username and password).
 - c. If you are unable to access the H and S drives after connecting, please run the batch file (which can be obtained from the helpdesk).
4. If you are attempting to connect to Webmail:
 - a. Do you have an internet connection?
 - b. Webmail address: <https://mail.ospi.k12.wa.us/exchange>
 - c. Username: k12\username (firstname.lastname)
 - d. Password: your network login password

Questions?

Contact the [help desk](#) at 360-725-6375.