

Forum Place Training Rooms

Technical Issues Troubleshooting Guide

Please follow this guide to diagnose and correct technical issues with equipment in the Forum Place Training Rooms.

Issue	Action	Contact
Computers		
No display on Instructor PC	Verify the power to the computer and monitor are on Is the power strip plugged into the wall? Is the power strip turned on? Are the computer and monitor power cords plugged into the power strip?	
	Verify that the monitor cable is plugged into the proper connection based on the labels attached to the cords. Not resolved?	OA/HRD 787-3813
No display on Student PCs	Verify the power to the computer and monitor are on Is the power strip plugged into the wall? Is the power strip turned on? Are the computer and monitor power cords plugged into the power strip?	
	Verify that the monitor cable is plugged into the back of the computer. Not resolved?	OA/HRD 787-3813

Projector		
Projector not displaying anything	Verify power to the projector is on	
	Press the Standby button on the remote once	
	Press the green Standby/On button under the projector once Not resolved?	OA/HRD 787-3813
Projector displays a blue screen	Press the RGB button on the remote until RGB1 is displayed in the bottom right corner of the projected display	
	Not resolved?	OA/HRD 787-3813
Projector is blinking or flashing		OA/HRD 787-3813

Login problems		
Students cannot login with CWOPA credentials	Use one of the generic training account logins listed to access the PC. Student can access email through web mail (if necessary)	
	Not resolved?	Student's IT Help Desk

Software/Program		
Doesn't appear to be operating properly	Log off and restart the computer	
	Start the program again	
	<i>Not resolved?</i>	OA Help Desk 783-1087

If you still need assistance after you have worked through the recommended steps, please contact one of the following individuals:

Primary Contact:

Lou Ann Sldyer

OA

Phone: (717) 787-3813

Email: laslyder@pa.gov

Secondary Contact:

JoElla Jerome

OAS, Facilities Management

Phone: (717) 214-3524

Email: jojerome@pa.gov