What to do if . . .

I can't connect to any Wi-Fi network. Do a **full restart**, by clicking the Power icon and selecting Restart. This initiates a full reboot. (This is different than pressing the power button.) If that doesn't work, go to All Settings (swipe from the right to select it), Network and Internet, Manage Wi-Fi Settings, and Manage Known Networks. Remove the WAstudent network (or your home network), then add it back again. The password for the WAstudent network is Warriors2! Including the exclamation point.

My pen stopped working. I can't write with it, even though the button on the end still works. Remove and replace the battery: twist the top counterclockwise about 1/16th of a turn until it clicks, then carefully pull the top off the body of the pen, just far enough for the battery to separate, then reinsert the top into the pen body, being careful to line up the silver metal ridge on the pen top with the slot on the pen body. If that doesn't work, replace the battery.

It's asking for an Administrator username and password. The username is warrior and the password is Courage! but you must first enter the full computer name in front of the warrior username. For example, S3studentname\warrior. Your computer name can be found by right clicking the This PC icon in File Explorer and selecting Properties. Note that the standard is S3firtnamelastname, but only the first 15 characters count. For example, to enter the local admin password for George Washington's Surface 3 you would type s3georgewashing\warrior as the username.

My keyboard stopped working. Detach, then reattach the keyboard. Look for anything obscuring the metal pins on the bottom of the Surface. Cleaning those pins can help. If that does not work, do a full Restart (click the power icon, select Restart) with the keyboard attached. Pending updates can cause temporary keyboard issues.

One Note 2016 is deleting some of my pen strokes. This is a known issue with One Note 2016 on Surface 3s. A recent Microsoft update resolves the issue, but you must check the checkbox "Give me updates for other Microsoft products when I update Windows" on the Advanced Options page of the Updates & Security page in Settings. The next time you Check for Updates, Office will be updated.

I can't get my Surface 3 to turn on even though I charged it all night. It may have crashed with a black screen, as sometimes happens after installing updates. Press the power button once to "wake it up" (screen is still black, keyboard may or may not light up), then press and hold down the power button for at least 12 seconds to completely shut down the Surface 3. If it is charged, it will then restart properly when you press the power button again.

My Surface 3 doesn't charge all the way, even though it was plugged in all night. Your charger or cable may be defective, or your Surface 3 may have been installing updates overnight. Do a full restart (click the power icon and select Restart – this is not the same as pressing the power button) to make sure updates are fully applied.

My Surface 3 wants to restart to install updates while I'm using it. To prevent this, regularly do a full restart (click the power icon and select Restart – this is not the same as pressing the power button), then you can choose when your system restarts instead of the system eventually forcing the restart. Doing a full Restart regularly is good basic computer hygiene.

My Surface 3 will only show the background image, **nothing else works**. When you press the power button it shows "Slide to Shut down," but that does nothing. Try pressing Ctrl + Alt + Del keys at the same time. If that does not work, press and hold the power button. Ignore the "Slide to Shut down" message, keep holding until the screen goes black. Once it does, press the power button to turn the Surface 3 back on.

My Surface 3 is frozen. (The mouse, keyboard, and touchscreen have all stopped working, across all my programs, not just one.) Your Surface 3 has crashed. Press and hold the physical power button on the top side of the Surface. Hold it until the screen goes black (10 to 12 seconds), then press the button again to power on the Surface 3. Make sure you have charged your Surface 3, as low battery may contribute to system lock-ups.

I've tried everything and it still doesn't work. Come see the WA I.T. Department! We'll set it right.