Troubleshooting on the Dell Tablets
Log in problems

tech ready

Access Denied

Group policy client service failed the sign-in

Access is denied

- Contact IT Dept
- Temporary Solution-Logging in as CDJH-Pass (AHS-pass, CBE-pass, 7Mile-pass)

No Logon Server

No logon servers available

- Is device connected to wifi?
- If your device is connected but still getting the error message, Restart Device
- If problem persist contact IT Dept.

You are not connected to the wifi if the have one of the icons below

Login Failed

The User Profile Service failed the logon.
User Profile cannot be loaded.

- Restart
- If problem persist contact IT Dept.

Low on Resources

Your computer is low on resources, so no new users can sign in. Please use an account that has already been sighed in.

- Restart, If problem persist log on to device as CDJH-Pass (AHS-pass, CBE-pass, 7mile-pass)

Pop-up Messages

User Account Control
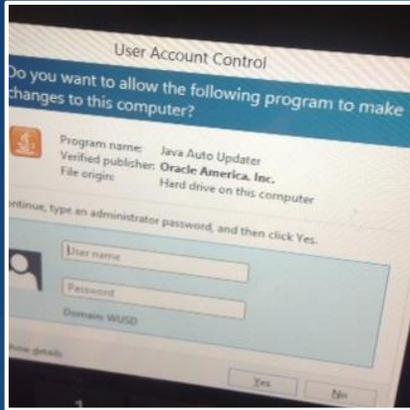

- Requires administrative logins.
- Ignore and close

Windows Updates
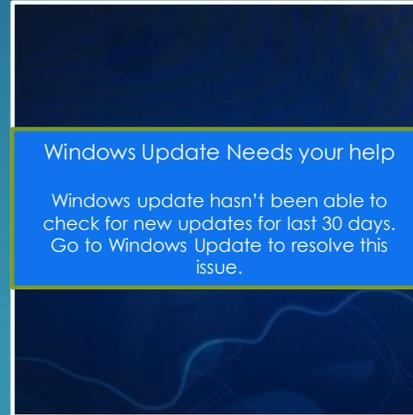
- Updating requires administrative privileges.
- Click/tap on close
- Call ext. 2131 or E-mail the IT Dept.

Any Other updates
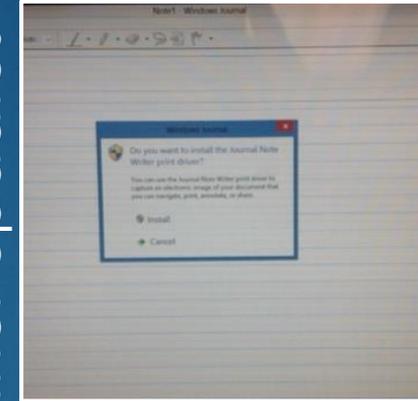
- Requires administrative privileges
- Call ext. 2131 or E-mail the IT Dept.

Other Tips and Solutions

Blue Start Screen
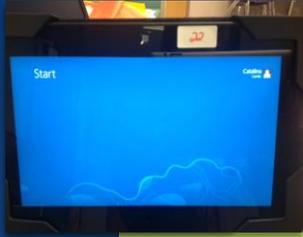
- press the windows button ⊞
- Or click the windows icon from the charm bar on the right side of the screen

Missing Desktop Icons
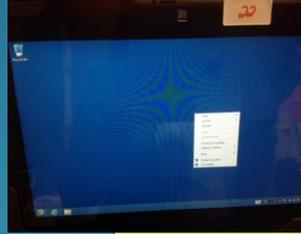
- tap and hold to get menu, click on refresh
- If not resolved….log off and Log back on

View
Sort by
Refresh
Paste
Paste shortcut
NVIDIA Control Panel
New
nView Properties
Screen resolution
Personalize
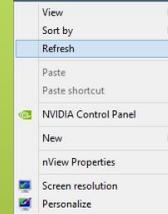
Getting out of full screen

- No menu or URL bar? Press Fn + F11
- Or click on internet options icon ⚙ highlight file and deselect full screen