

August 2021

Dear Parents, Faculty and Staff,

We hope this email finds you enjoying the remaining days of summer. Prior to returning to school and work, please turn on your district provided laptop device to allow time for the industry standard updates to occur.

Below you will find the instructions for updating the district provided laptops:

1. Plug the device into an electrical outlet (the device will not update properly if it is not plugged in)
2. Turn on device
3. Login to the device (An example of a device login account: tsmith or sjones)
4. Make sure you are connected to the Internet
5. Leave the device on for several hours
6. Reboot the device via the Screen options (not the power button on the side):
  - a. Using the mouse/cursor, click on the Windows icon on the bottom left
  - b. Select POWER option
  - c. Select UPDATE and RESTART option
7. Repeat Steps 2-5. Shutdown the device via the Screen Options (not the power button on the side):
  - a. Using the mouse/cursor, click on the Windows icon on the bottom left
  - b. Select POWER option
  - c. Select SHUTDOWN option

Feel free to contact the respective building helpdesks with any questions.

- AMPS helpdesk, please contact [ampshelpdesk@millerplace.k12.ny.us](mailto:ampshelpdesk@millerplace.k12.ny.us)
- LADSBS helpdesk, please contact [ladsbshelpdesk@millerplace.k12.ny.us](mailto:ladsbshelpdesk@millerplace.k12.ny.us)
- NCRMS helpdesk, please contact [mshelpdesk@millerplace.k12.ny.us](mailto:mshelpdesk@millerplace.k12.ny.us)
- MPHS helpdesk, please contact [hshelpdesk@millerplace.k12.ny.us](mailto:hshelpdesk@millerplace.k12.ny.us)

Sincerely,

Susan G. Craddock, Assistant Superintendent

Information sent via Connect Ed Message: August 13, 2021, August 27, 2021