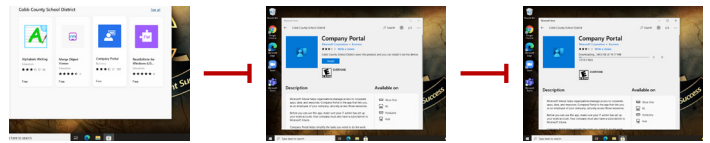# TROUBLESHOOTING INITIAL SETUP OF YOUR CCSD LAPTOP

Before entering a ticket for device repair (which could take a few days), please follow these troubleshooting steps at home:

1. Plug in your device & log on
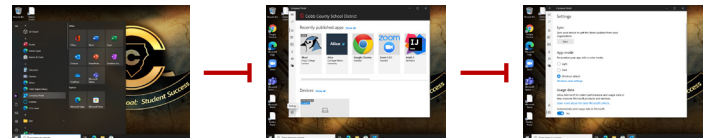2. Be sure you are connected to your home Wifi

STEP 1

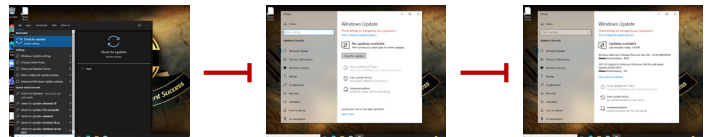Download and install the Company Portal App from the Microsoft Store.

STEP 2

Launch Company Portal from the Start menu. Choose "Settings" icon and click "Sync."

STEP 3

Check for updates. Type "Check for Updates" in the Start menu. Click "Check for Updates" even if it says "No Updates Available." Allow Updates to run. Updates are complete when you see "You're Up to Date."

When you return to campus, your device should allow you to log in and will automatically connect to Matrix.