



How to Install Updates

Student Laptop Edition

Updating your laptop every two weeks will ensure proper maintenance. Before starting an update:

- Plug your laptop into a power source
- Have your laptop connected to Wi-Fi
- Do not shut the lid when updates are running, or they will not install properly

To update follow these steps:

- Starting at your desktop screen, click on the Waffle shape icon. This allows you to search for applications. Click on the Waffle icon that looks like:



- Type in “Updates”
- Click the Update icon that looks like:

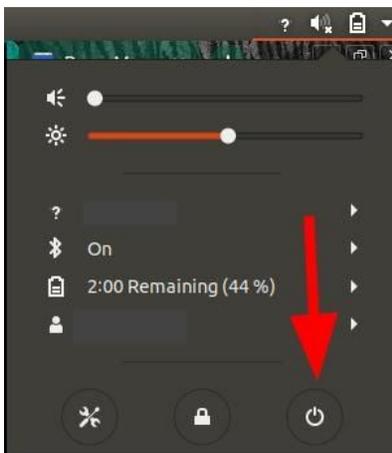


- After your laptop checks for updates you will select the “Install Now” button
- Type in your password (same as the one that you used to log on to the laptop)
- Your system will download the updates (depending on how many are existing it may take a few minutes)
- The update will now begin to prepare, download, install, and configure your system

After Updates are done downloading:

It is recommended that you restart your laptop after updates are done downloading in either of these recommended ways:

- Powering off via power button. This is what it looks like:



- Click on the box provided by the software updater that says “Restart Now”

How to submit a ticket

Student laptop problems

Submitting a ticket through email

- Logged in with your student account go into your Gmail
- Click compose a message on the left-hand side of your inbox
- You will type in studentsupport@pennmanor.net where it says "To"
- The subject will be a quick description. Examples:
 - Cracked Screen
 - Battery not Charging
 - Computer was dropped
- Then the message area you will give more info. Examples:
 - How is something not working
 - Does the issue occur only at certain times
 - Did it happen by itself or did you damage your computer by accident
- Once you hit Send it will submit a ticket to our ticket system
- Technology will set up an appointment with you to get your laptop fixed