    c.   If viewable, make sure the main power cord from the Sympodium is plugged in to a power outlet.

    d.   Make sure PC's power cord has not become loose from the PC tower. You will need to release the inner door latches on the rear door to open them and inspect the back of the PC.

I can't log on?

    a.   Make sure you are using the correct login. Use the login in the format "LAB101" (first 3 letters are the building abbreviation followed by the room number). Do not use a login called "Admin", "Administrator", "USM", etc.

    b.   Make sure your password is correct. It should match the login **exactly**. If the login is LAB101 then the password should be LAB101 – all caps.

The internet is down?

    a.   Restart the PC.

    b.   If the problem persists, either the network is down or there is a problem with the conb. b. ea   b.   b.