

## Common Albert Issues

- I can't log in.
  - If you can't sign in to your computer, email or google account, please see Forgot Password PDF included with this document.
  - If you still cannot log in after resetting your password, please leave a School Dude help desk ticket at : <https://login.myschoolbuilding.com/msb>
- Sharepoints
  - When you log on, your shares have been replaced by two folders.
    - One is a string of numbers that is your unique identifier, i.e. 00123456 and hold all of your personal documents.
    - Second is your "Shared" folder. This folder will be for all shared documents such as items located on the filereps previously. i.e. adminfilerep, freefilerep etc.
  - We are still working on sharepoints and getting everyone the access that they need. We are working our hardest to ensure they will be finished ASAP.
  - If you are not able to find items in your sharepoints that you used to have access to, please put in a helpdesk ticket, and we will restore access.
- All my desktop items are gone.
  - All of your desktop items are located in your personal document folder with your unique identifier.
    - Click on your desktop folder to access all the items from your previous desktop.
- I can't print.
  - We are working to get the correct printers to everyone.
  - If you do not have a printer hooked up or the one you have is not working, please leave a School Dude help desk ticket at : <https://login.myschoolbuilding.com/msb>
- I don't have an Albert account.
  - If you haven't had a chance to sign into your Albert account before, all school techs will be available to help you get signed in on 8/8/2018
- Who is this Albert I keep hearing about?
  - Albert is an all-in-one technology solution managed by K12ITC.
  - K12ITC is a company we are partnering with to provide a better experience for all of our staff and students.

