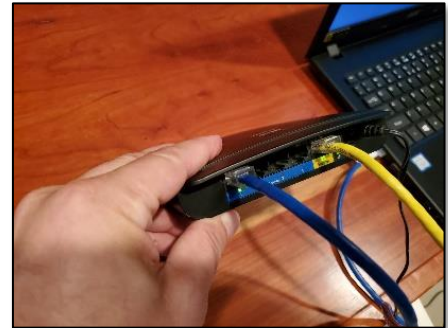


## SimsUshare On-Site Kit Troubleshooting

The SimsUShare On-Site server is designed to start up quickly and reliably for use, without operator intervention. If your server has been running for at least 5 minutes and you are not able to connect to the server as an instructor (from a computer or device), here are a few troubleshooting steps:

1. Check that the router is plugged in, your wires are connected properly and the green lights are displayed on the back of the router. If you are connecting the server to the Internet, ensure there is a green light under the yellow ethernet port on the router back.
2. Check that the ethernet port into the server (on the laptop's left side) is secure.



Restart the laptop either by (a) logging into the laptop server (username: "sus" with the password "sus"), then when the desktop appears, going to the menu in the upper right and choosing the power symbol and then Restart, or (b) removing the power cord, waiting for a few seconds, then reinserting it and pressing the power button.

Once the server restarts, give it a few minutes and then try connecting to the server in a browser from another device, for example, <https://psfamobile.simsushare.site>.

If you continue to have connection issues, please contact us. We can do remote maintenance only if you have a wired internet connection into the router, however, we have some troubleshooting steps we can walk you through on the phone to test the local network.

**MOST IMPORTANTLY**  
**Be sure to test the server setup (without internet connectivity) at least 1 day before you need to use it in a class!**