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COLLEGE

Helpdesk@Champlain.Edu

## Laptop Cart Training Assessment

Name: \_\_\_\_\_ Date : \_\_\_\_\_

### RESERVING AND USING A LAPTOP CART

1. What software(s) can you use to reserve a laptop cart and where would you “look” to reserve a cart?

2. Please indicate in order from 1-5 the steps required to use a laptop cart.

Remove from classroom and return to storage

Check the cart’s power switch (if applicable), make sure that the cart is plugged into the wall and make sure the wall switch is on (if applicable)

Unplug the laptop cart’s power cord.

Flip off the switch for laptop cart’s power source or flip off the wall switch, whichever is applicable.

Remove from storage and bring to classroom

3. What are two ways of checking the life remaining on a battery?

4. At what point should a battery be swapped with a full one from the charger, and what do you do if a dead battery is found?



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5. If you are logging onto a laptop and letters appear as numbers, what's the cause and what should you do?

6. On the Widows XP login screen, what should the "Log on to :" box say?

8. If you've checked the paper in the printer, made sure all the right status lights are on and that Windows is printing to the right printer and you still can't print, what should you do.

### **RETURNING LAPTOP CART**

9. What are the two ways to properly begin shutting down a laptop?

10. Before returning the laptop to the cart, what lights should be glowing on the laptop?



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11. After returning the cart to storage and making sure power is going to the cart, what lights should be glowing on the laptop and what color might they be? Should every laptop have one and only one light? What should you check if no lights are on?

12. Who is responsible for making sure the laptops are in the correct cart, dead batteries or laptops are reported to the helpdesk and that each laptop is charging for the next user.

13. If notice an unsafe condition such as a frayed power cord or other electrical problems or notice anything out of place, who should you notify?

14. Is it reasonable to expect that your first time using the laptop cart will be without challenges? If you answered yes, would it be a good idea to “pilot” the use in advance?