

Distance Learning Device Troubleshooting Tips

First if you are having issues with Schoology check the status of the software first:


<https://status.schoology.com/>

Try using Schoology after 4pm as it is usually up then. Due to the high demand during the day across the US they are having issues with connectivity.

Chromebook Troubleshooting Tips

1. Many Chromebook issues are resolved by restarting the device.

Restart the Chromebook

1. Sign out of your account, lower right bottom of the screen (the Shelf).
 2. Then look for the power symbol  along the bottom left of the shelf to shutdown.
 3. Turn the Chromebook back on - Hold down the power button on the keyboard.
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2. Device running sluggish in the Chrome browser: Clear the cache and then reboot
<https://support.google.com/chromebook/answer/183083?hl=en>
- Delete all browsing history (clears cache and cookies - great for fixing errors with website)
Click the Chrome menu on the browser toolbar. Select Tools. Select Clear browsing data. In the dialog that appears, select the checkboxes for the types of information that you want to remove. (do all) Use the menu at the top to select the amount of data that you want to delete. Click Clear browsing data.
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3. If someone has changed the keyboard settings. Click SHIFT-ALT to set it back to US keyboard. Check to make sure the language wasn't changed:
<https://support.google.com/chromebook/answer/1059490?hl=en>
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4. If the image on the home screen is rotated: Ctrl-shift-reload/refresh will rotate the entire screen by 90 degrees each time it is pressed.
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5. If you need to remove a user from a Chromebook, do not login. At the login screen, click on the upper right corner of that user's login icon and remove the user.
<https://support.google.com/chromebook/answer/1059260?hl=en>

6. No sound on headphones: Make sure headphones are plugged in properly and there is no dirt in the plug. Make sure the mute button isn't pushed.

If you are still having issues please email Mrs. Hunley @ kimberley.hunley@fcps.org

Stay safe and enjoy your distance learning time!