

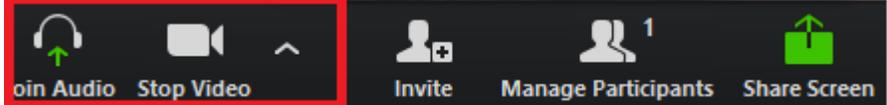
## Troubleshooting Guide

<b>Purpose</b>	To outline steps for students and families must follow when facing a technical challenge. (e.g., inability to login to a learning platform, issues with Chromebook functionality).
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Use this document for support with the following issues below.

### Always Reboot First Before Trying To Troubleshoot

Common Issues	Troubleshooting Tips
1. Logon Issue	<ol style="list-style-type: none"> <li>1. Make sure your connected to the wifi (Personal or OptimumWifi)</li> <li>2. Your username is your Lunch Code</li> <li>3. Student default passwords are Brick2020 (The B is Capital)</li> </ol>
2. Update Chromebook	<ol style="list-style-type: none"> <li>1. Log into your chromebooks</li> <li>2. Open the chrome browser</li> <li>3. Paste this command in chrome://settings/help then hit enter</li> <li>4. Click check for updates.</li> <li>5. Now you will see if your Chromebook is up to date or not! If it's not up to date it will download and install the <b>Update</b>, once completed it will prompt for you to restart the chromebook.</li> </ol>
3. Wifi Issue	<ol style="list-style-type: none"> <li>1. For maximum signal, always try to remain close to your router.</li> <li>2. Remember to double check your Wifi password (writedown &amp; keep as a reference)</li> </ol>
4. No Audio	<ol style="list-style-type: none"> <li>1. Make sure the volume is turned up on the device and not muted, If using headphones check the volume adjuster. Their are volume adjuster keys on the keyboard  </li> <li>2. If using headphones make sure they are connected securely.</li> </ol>
5. Frozen or Gray Screen with spinning wheel	<ol style="list-style-type: none"> <li>1. Reboot the device. This may be due to temporarily overloaded internet traffic</li> <li>2. Check your device to ensure you are connected to the internet (Personal Internet or OptimumWifi)</li> </ol>
6. Chromebook won't turn on, but it's charged	<ol style="list-style-type: none"> <li>1. Pull out power cord and hold power button for 20 -30 seconds, wait for Chromebook to turn off</li> <li>2. Plug power cord in and hit power button to turn on</li> </ol>
7. Chromebook Screen is rotated	<ol style="list-style-type: none"> <li>1. Ctrl Shift reload - Reload is this button at the top of the keyboard: </li> </ol>

8. Chromebook Screen is zoomed in too far	<ol style="list-style-type: none"> <li>1. First Try This: Ctrl 0 (<b>that's a zero</b>)</li> <li>2. If that doesn't work, try: Settings gear, Accessibility, Full Screen Magnifier</li> <li>3. If that doesn't work, try: Ctrl Shift 0 (should bring the screen resolution back to normal)</li> </ol>
9. Chromebook is in high contrast mode	<ol style="list-style-type: none"> <li>1. Click on the student's login icon at the bottom right □             <ol style="list-style-type: none"> <li>a. Click on the settings gear icon (bottom left)</li> <li>b. Click on "Advanced" (Scroll all the way to the bottom)</li> <li>c. Scroll down to "Accessibility Features"</li> <li>d. Click on "Manage accessibility features"</li> <li>e. Click the orange button to the right of "Use high contrast mode"</li> </ol> </li> </ol>
10. Zoom Needs Updating	To complete this process, please reference the <b>Step 2</b> process listed above.
11. Zoom Mic and Camera Issue	<ol style="list-style-type: none"> <li>1. Make sure your Camera and Mic controls are turned on in zoom Pic Below   </li> </ol>
Zoom Authorized Attendees Only	<ol style="list-style-type: none"> <li>1. This issue can be resolved when the teacher updates the settings of the zoom call to allow participants in. To get ahead, please reach out directly to the teacher to confirm the update has been completed prior to the start of class.</li> </ol>

**If you are still experiencing challenges after completing the steps listed above,  
 Please Contact the Tech Support Center  
 Monday - Friday 7:30am-6:00pm  
 E. [techsupport@brickeducation.org](mailto:techsupport@brickeducation.org)**

**Live Tech Support Begins Thursday, September 10, 2020**

**Dial 1.855.416.4961**