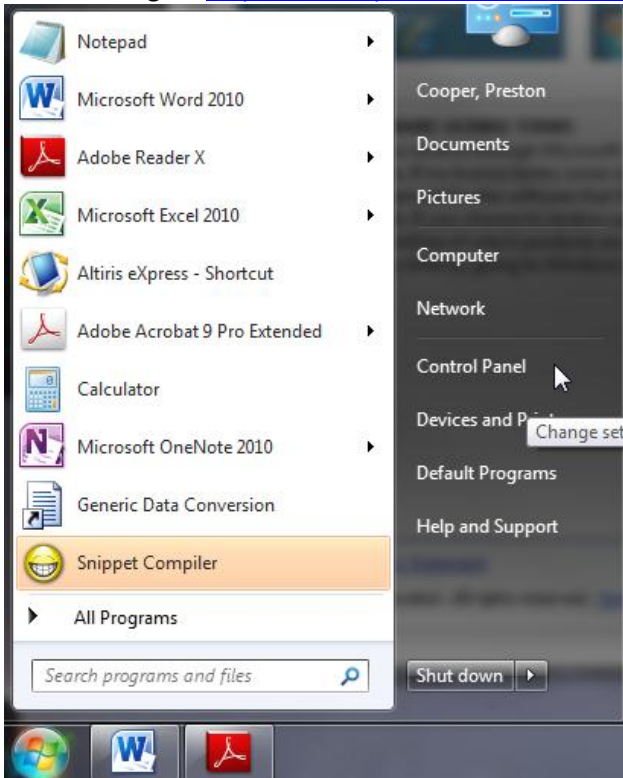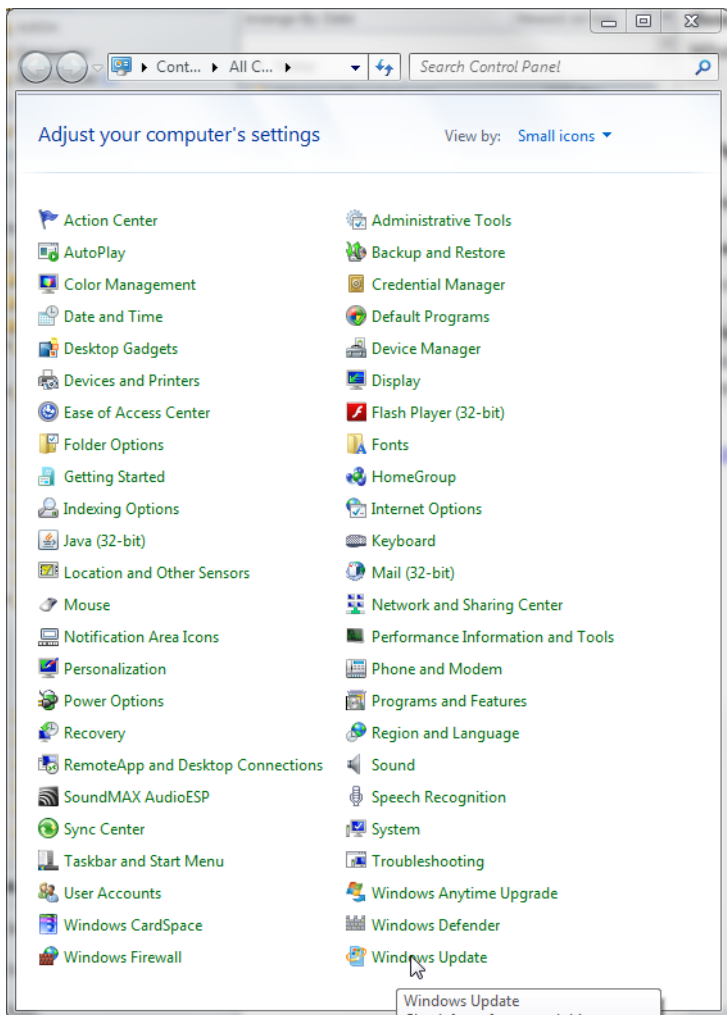# Troubleshooting Gradebook from Home

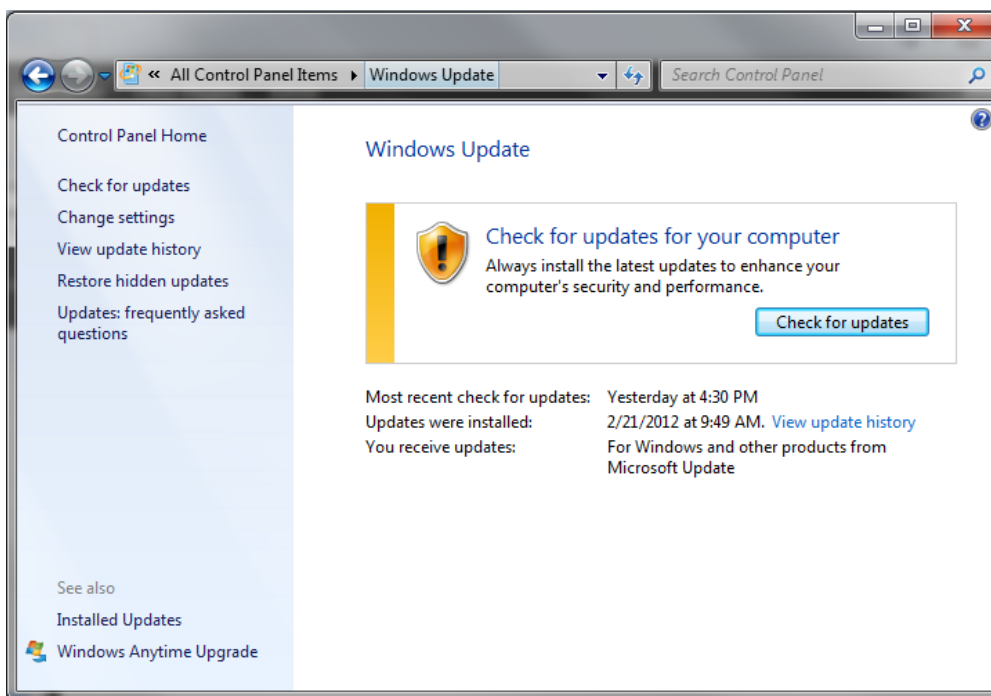Update Windows following the instructions below for Windows 7. If you are using Windows XP update windows using the following url http://www.update.microsoft.com.
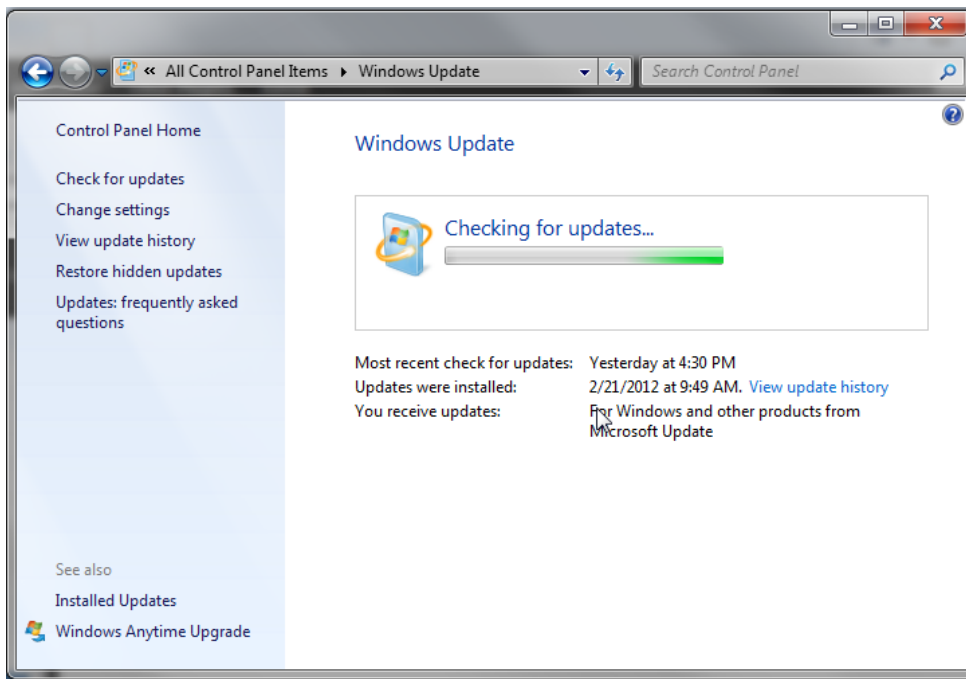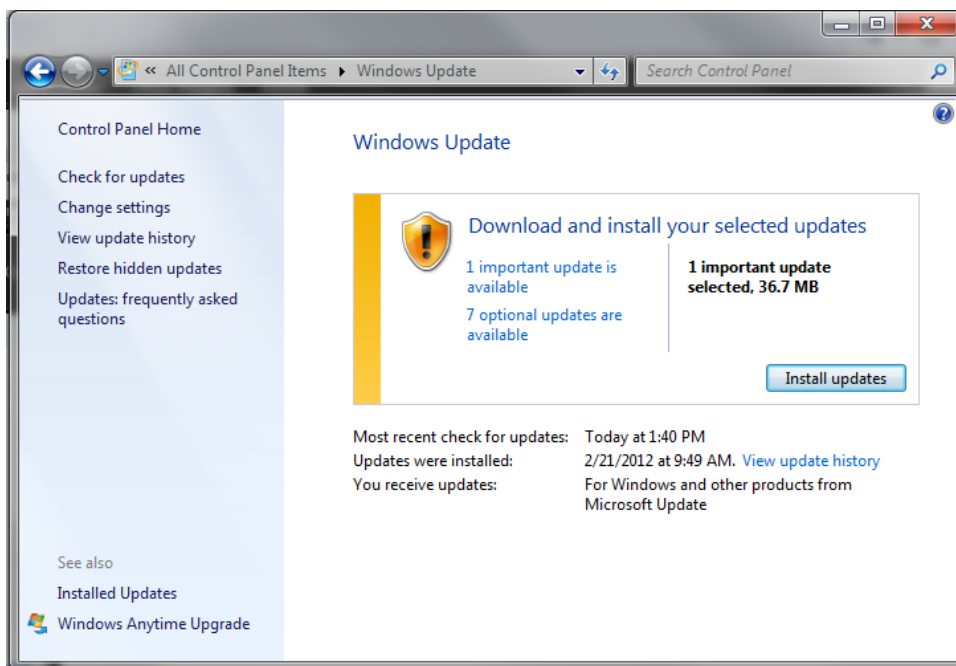

- Click on Control Panel

- Click on Windows Update

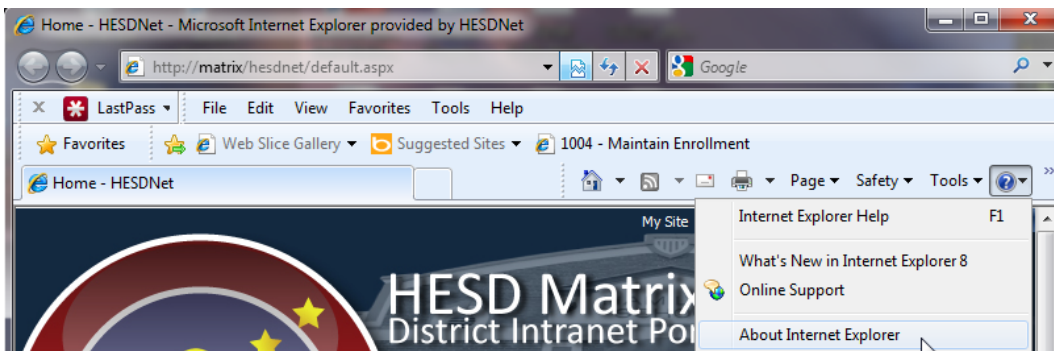- Click on "Check for updates"

- Wait for "Checking for updates..." to finish

- Click on Install Updates (Makes sure to install all critical and important updates are selected. You can click on the link "important updates are available" and check mark as needed)

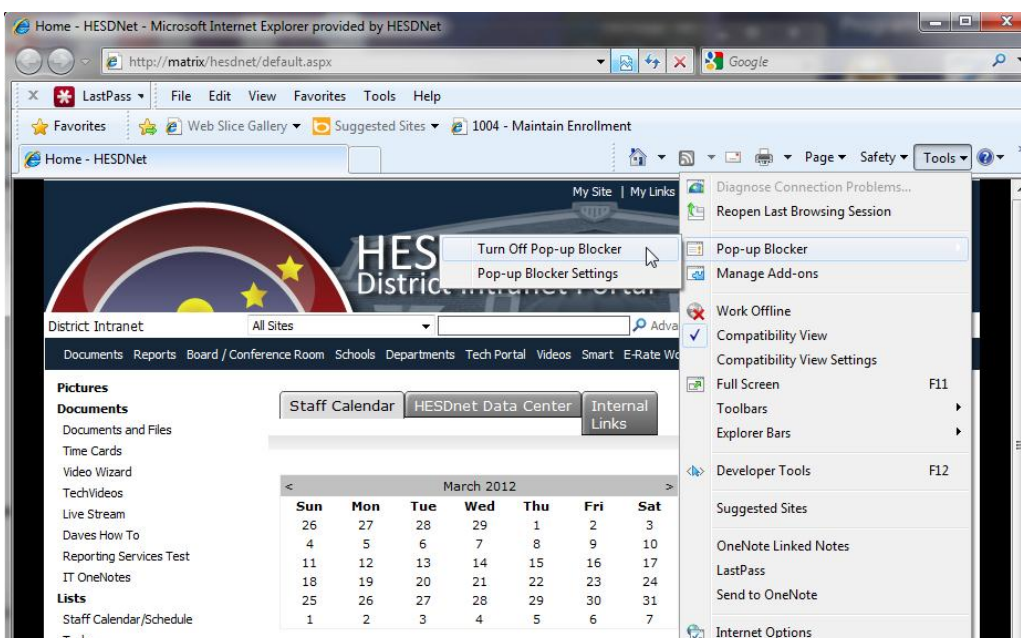## Verify Version of Internet Explorer
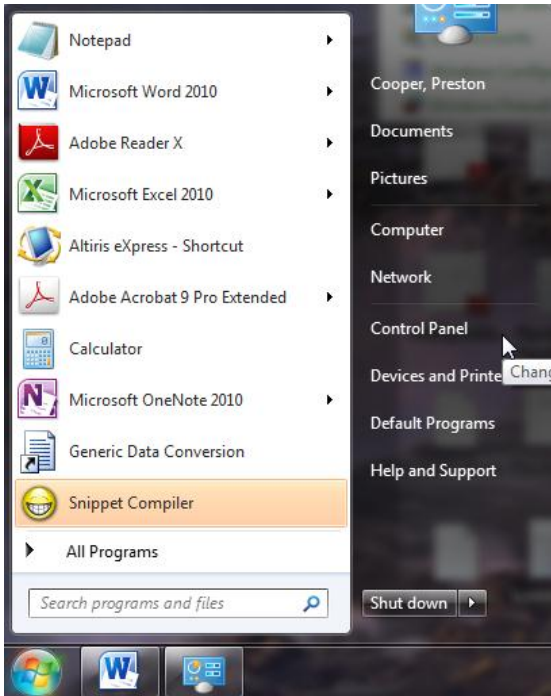
- Click on "About Internet Explorer"

Internet Explorer 8 /9, and Newest Version of Firefox are supported.

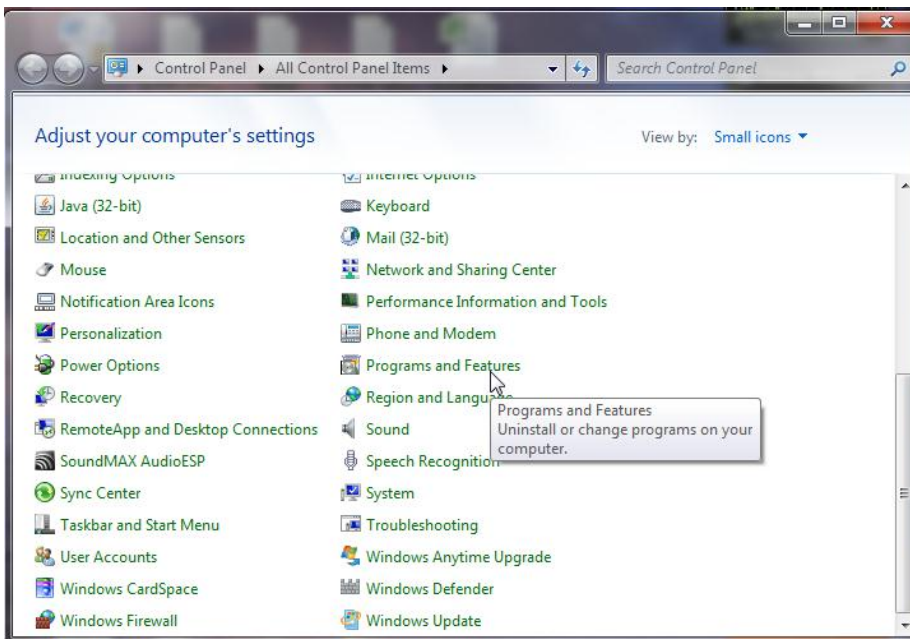## Disable Internet Explorer Popup Blockers

- Click on Tools->Pop-up Blocker->Turn Off Pop-up Blocker.

- Uninstall or Disable Any Internet Explorer Toolbars with a Popup Blocker.

- Click on "Control Panel".

- Click on "Programs and Features".
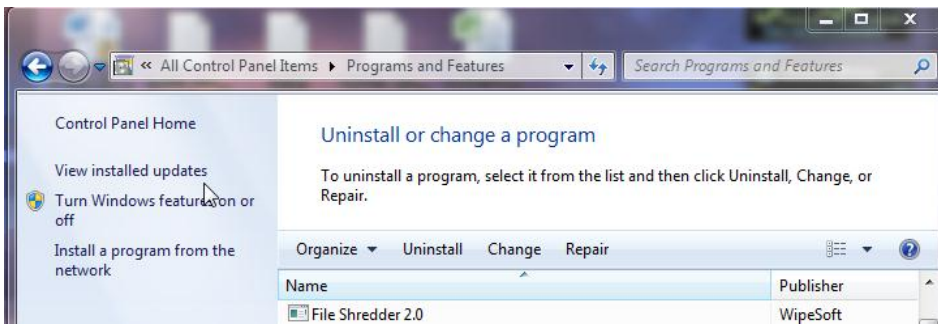
- Look through the list and look for toolbars (Google Toolbar, Yahoo Toolbar, Ask Toolbar, etc.)
- Uninstall each tool bar individually by clicking on the tool bar and then clicking on Uninstall.
- Do this for each tool bar.

Check Compatibility View Settings

- Click on Tools-> Compatibility View Settings.

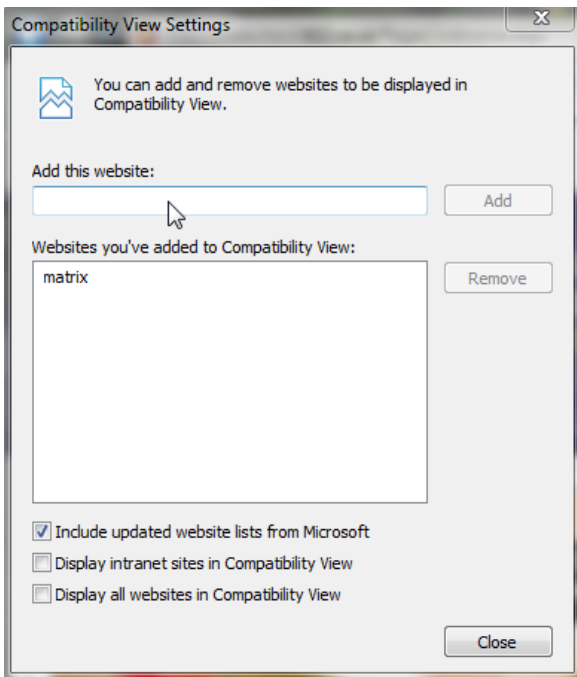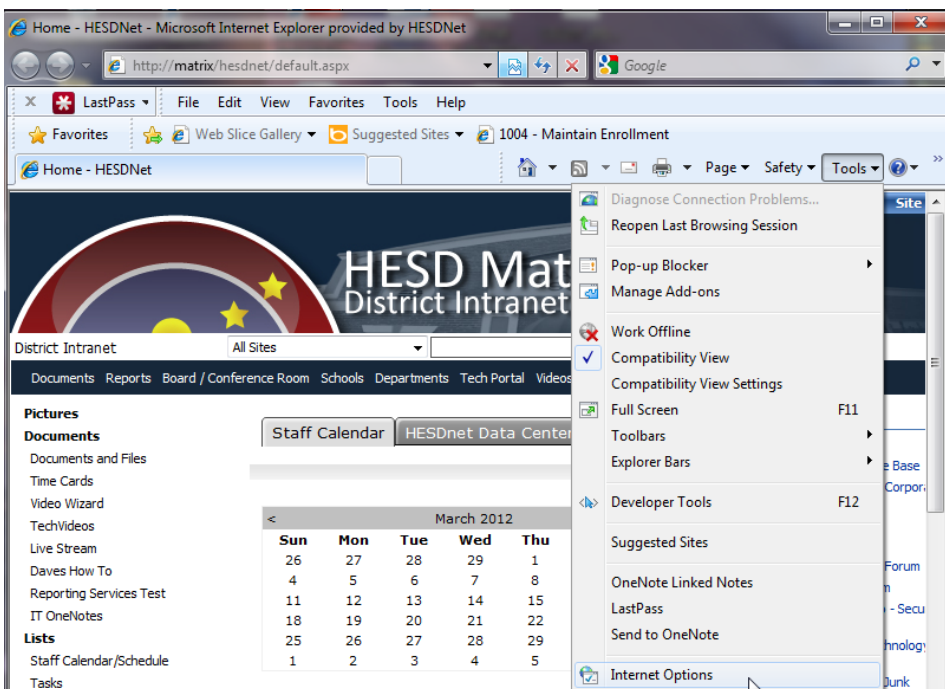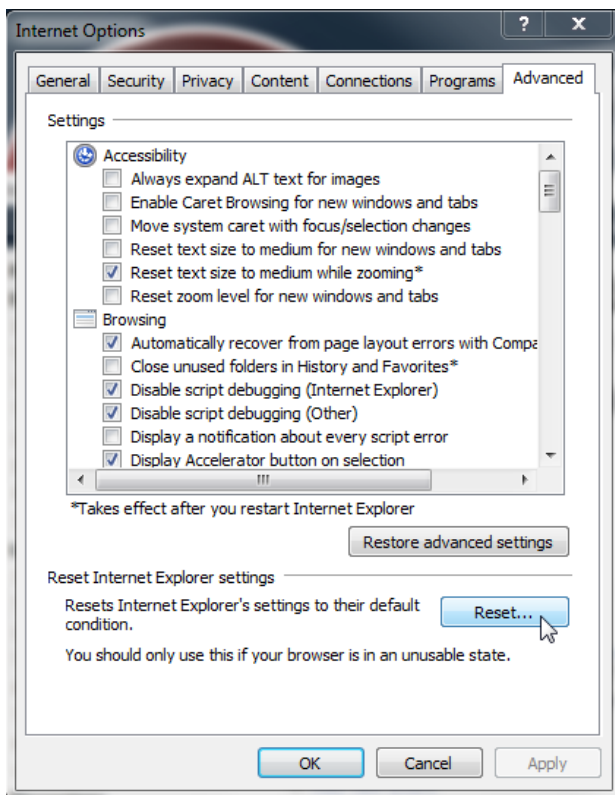- Make sure "Display intranet sites in Compatibility View" is not checked.
- Make sure Synergy/Genesis are not in the Compatibility view list remove if listed.
- Click on Close when finished.
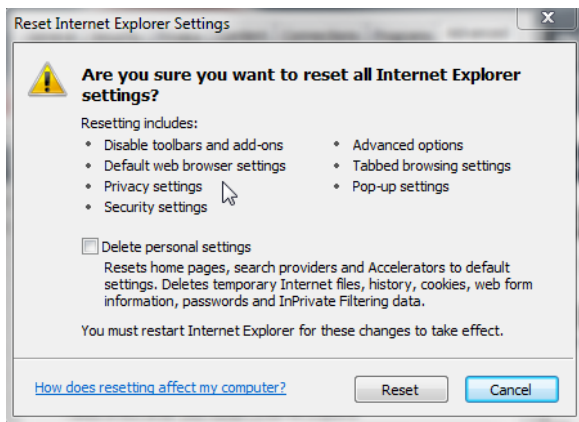
Internet Options

Fix the settings as specified below.

- Click on Tools -> Internet Options or Control Panel -> Internet Options.

- Click on "Advanced" tab.
- Click on "Reset…".

- Make sure "Delete personal settings" is unchecked.
- Click on Reset .
- Close all Internet Explorer Windows.
- ReOpen Internet Explorer when finished.
- Click on Tools->Internet Options again.
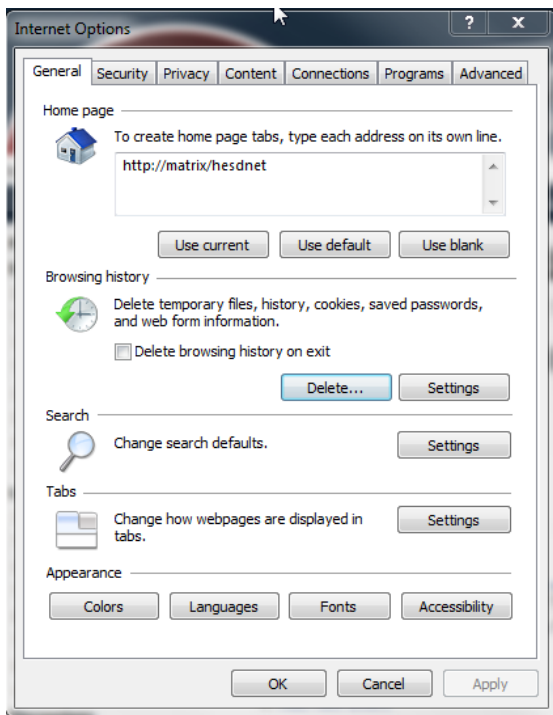
- Click on "Delete…" in Browsing History Section in the middle of the form.
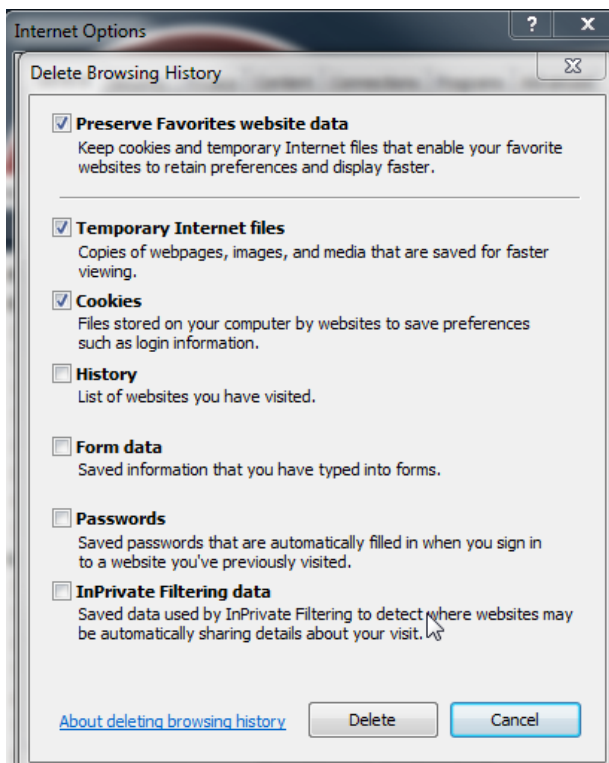
- Check mark "Preserve Favorites website data", "Temporary Internet Files", and "Cookies" .
- Make sure everything else is unchecked.
- Click on Delete.
- Wait for it to finish.

- Click on "Security" Tab.
- Click on "Reset all zones to default level".

- Click on "Connections" Tab.
- Click on "LAN settings" button.

- Make sure "Automatic detect settings" is unchecked.
- Make sure everything else is also unchecked.
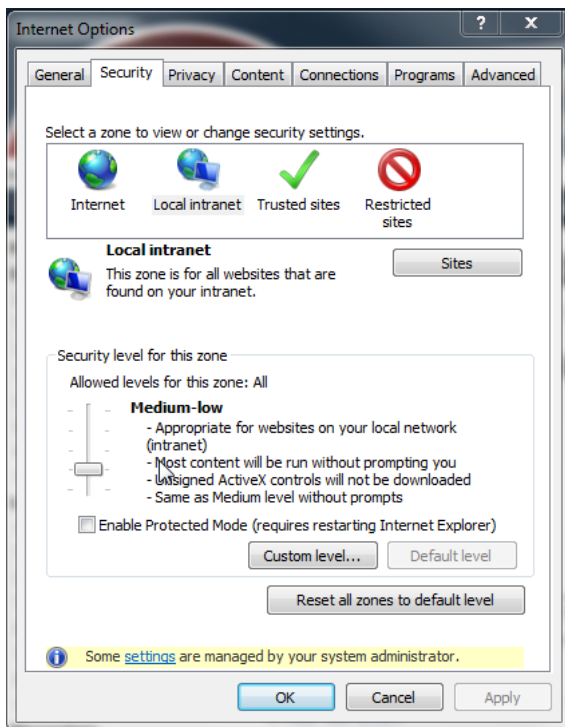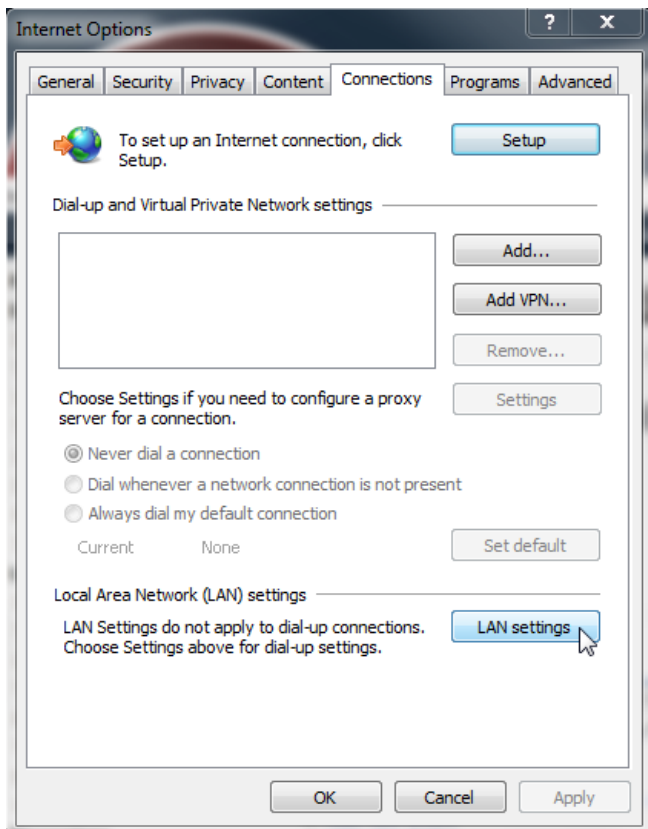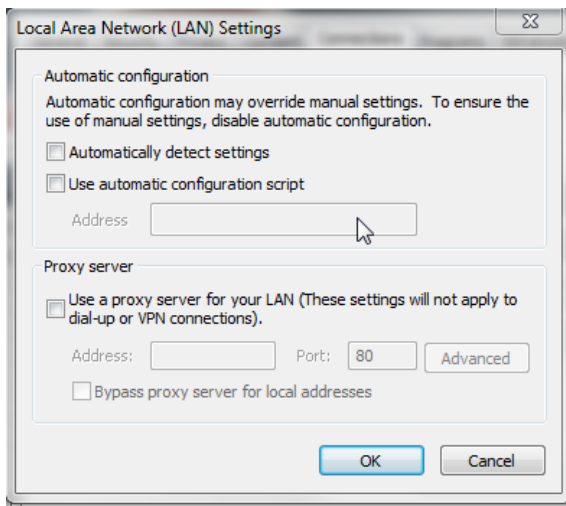- Click on OK.

HESD Virtual Private Network (VPN)

A VPN is a communications network tunneled through another network, and dedicated for a specific network. To best way to describe it is secure communications through the public Internet.

The following directions explain the process of accessing the VPN, and the common functions that can be performed.

(Remember, this can only be done from outside the District network))

To start, go to the HESD website at www.hesd.k12.ca.us , click the "Staff" link, then you will see a link for thee HESD VPN Login.

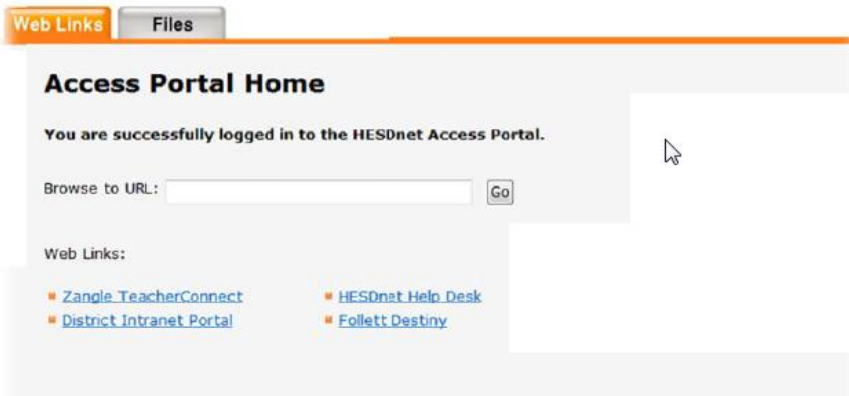- Click on this link.

You will then see the following Login Screen.

HESDnet

Login

**Welcome to the HESDnet Access Portal**

Username: _____

Password: _____

[Sign In]

Enter your User Name and Password – This is the same user name and password you use while connecting to a District computer. Once you're logged in, you will see the following screen.

The first tab "Web Links" contains links allowing you to navigate through the Internal Portal, Genesis/Synergy, Help Desk, etc..

The second tab "Files" allows you to access both the public and your private network files.
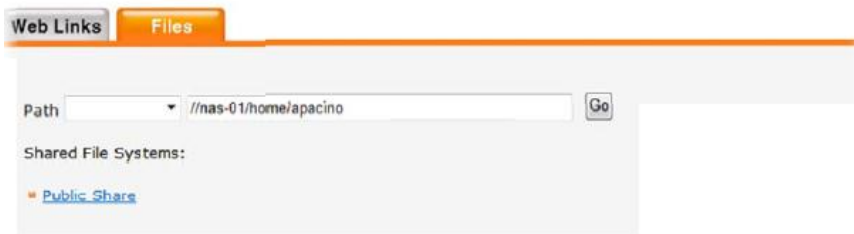
You can click on the Public Share link to access the public share files on HESD network. These files can be downloaded, and depending on your permissions, you can also upload, copy, rename, and move files.

From the "Files" Tab, you may also access your personal files.

To do this, enter the following URL example replacing <username> with your user ID in the path dialog box –

FOR SCHOOL SITE PERSONNELL: //nas-01/home/<username>

FOR DISTRICT OFFFICE PERSONNEL: //nas-01/adm/home/<username>>

FOR DSF PERSONNEL: //dsf1/<<username>

When you click on the GO button, you should see your personal files that are currently stored on the HESD network.
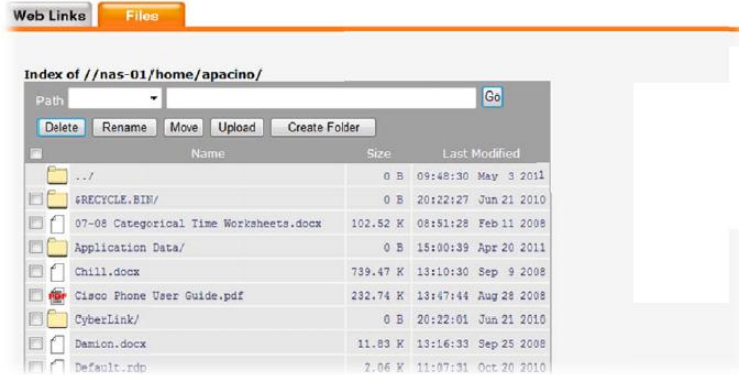
Please note: The direct link to your personal drive cannot be saved; it has to be entered this way every time you want to access it thru the VPN.

Some of the functions that can be performed through here are similar as the public drive depending on your access; Directory structure, Upload files, Download files, Browse Desktop, Move and Delete files, Access to PDF, Word, Excel, etc…

PLEASE NOTE: IF YOU DELETE FILES FROM THIS SCREEN, THEY WILL BE DELETED FROM THE SERVER – THIS IS A LIVE SERVER CONNECTION.