St. Anne's-Belfield School

REMOTE IT TROUBLESHOOTING STEPS

Please try the steps below before contacting the St. Anne's-Belfield School IT Department with any technological issues you're experiencing. If you are still having problems after trying these troubleshooting steps, please create a support ticket by emailing **helpdesk@stab.org**.

GENERAL DEVICE TROUBLESHOOTING

1. Restart your device
2. Unplugging a peripheral that is having issues and plugging it back in will sometimes fix the issue. If that doesn't work, try plugging the peripheral into another USB port.
3. **No audio:** Make sure your speakers are not muted, headphones are fully plugged in (if applicable), and you've allowed your browser to use the microphone/audio
4. **No video:** Make sure the webcam above your screen isn't covered and you've allowed your browser to use the camera
5. Try searching for Windows or Apple updates for your system
6. **Device running slow, random pop-up messages appearing, or other abnormal behavior:** Try running a virus scan; Malwarebytes is free and does a great job of removing adware

NETWORKS

1. **Restart your router:** Unplug your network router, wait 60 seconds, and then plug the network router in again
2. If you have the capability, plug directly into your router using a network (ethernet) cable
3. Move closer to your router if you are on wifi
4. Make sure other devices aren't streaming using the internet

WEB BROWSERS

1. Use a different internet browser such as Microsoft Edge (Windows) or Safari (Mac); Google Chrome and Firefox are also good browser alternatives to try
2. Clear your cookies or cache
3. Try temporarily turning off any antivirus protection that you may have installed

SCHOOL EMAILS

1. Use a different internet browser such as Microsoft Edge (Windows) or Safari (Mac); Google Chrome and Firefox are also good browser alternatives to try
2. Sign out of any personal Gmail accounts. Multiple accounts sometimes cause issues.
3. Forgot your password? Email **helpdesk@stab.org** from another email account and we will reset your password.

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VERACROSS

1. Use a different internet browser such as Microsoft Edge (Windows) or Safari (Mac); Google Chrome and Firefox are also good browser alternatives to try
2. Try temporarily turning off any antivirus protection that you may have installed
3. Forgotten password:
    a. Navigate to the **https://accounts.veracross.com/stab/portals/login** webpage
    b. Click the blue "Can't access your account" link
    c. Enter **your School email address** in the box and click the "Send instructions" button to send a password reset link to your School email
    d. Please note that this email will come from **Birgit Gutkowski**
    e. If you do not see the email after a few minutes, please check your **spam** folder