



Franklin Tech Issues Troubleshooting Suggestions

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Zoom App on Student Ipad

Zoom might not work on student ipad until after they have reset it. Please follow the instructions Kristina created.

[Resetting Ipad for Zoom](#)

You might need to download this first as a PDF before you can send it to your students.

Proxy Setting

Solution #1: Power the device off and on completely.

Solution #2: [Update the iPad](#).

Solution #3: Reset your iPad on setting. Log in using student FMSD ID and password in the box provided.

**** When parents use the students' devices, it will give the iPad an ERROR. Please do not let parents use the student's device. ****

Solution #4: If solutions #1-#3 do not solve the issue, please send a [Franklin Technology Support Request](#)

Solution #5: If we cannot resolve the issue, we will send an IT support ticket. Hopefully, IT can solve the issue.

Chromebook Login

[Google Chromebook Issues.pdf](#)

For Kinder-3rd grade: Please use the *Clever Badge* when logging in.

Hotspot not Working

Solution #1: Power off and on the hotspot device.

Solution #2: Double check the bluetooth setting.

Solution #3: If the hotspot device is not responding, please email Kristina about this issue. You can also send a technology support request

Others:

- ❑ For Teachers: [Getting a Backup Code on Clever](#)
- ❑ [Getting the extended link](#) and send it to the tech mentor when issues can't be solved
- ❑ [Reusing an assignment from a different class on Google Classroom](#)
- ❑ [Giving Feedback on Google Classroom](#)
- ❑ [Returning student work on Google Classroom](#)

Things to remember:

1. Teachers need to suggest all the recommended solutions before contacting the tech mentors.
2. Also, look in the Q&A document the instructional coaches created [Communication Platform Question and Answer Document](#)
3. If it's an issue with a program like Lexia, Zearn, etc., please include Kristina Ravo in the email. She might have admin access and can assist further.
4. Kristen is in charge of Kinder-3rd grade and SDC Katzen. Anthony is in charge of 4th-6th grade and SDC Espadilla.
5. If the suggested troubleshooting strategies don't work, please send a tech support ticket using this form [Technology Support](#).
6. We will be contacting the IT department if there are issues we cannot solve.

***If you have suggestions or some tech support tips that we can add here, please let us know. Thank you. We appreciate your patience. We are all in this together. #FranklinStrong