

Tips/Strategies to Solve Connection Issues

1. For Bb, make sure you're using your CHROME browser!
2. Clear your browser's history/cache/cookies!
3. Make sure your device has identified and installed all available updates.
4. Unplug your WiFi router for no less than 2 minutes so it can complete a full power reset.
5. Using a WiFi hotspot? Move closer to a window or exterior wall!
6. Move closer to your WiFi router!
7. Turn off any other sources that are using/draining the WiFi.

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Tips/Strategies to Solve Connection Issues

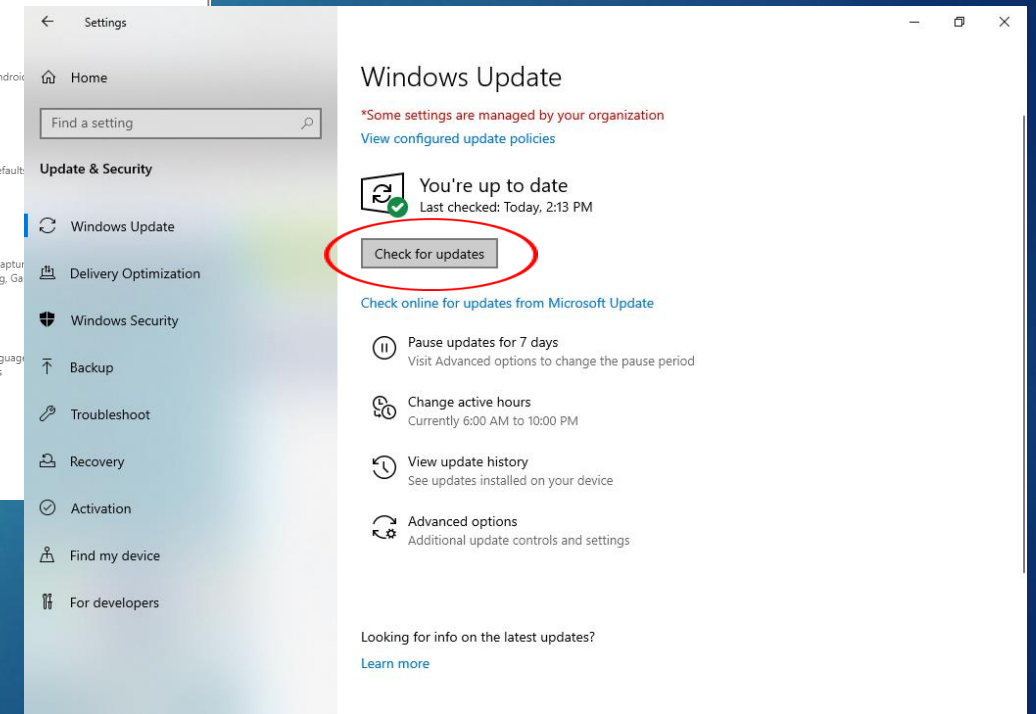
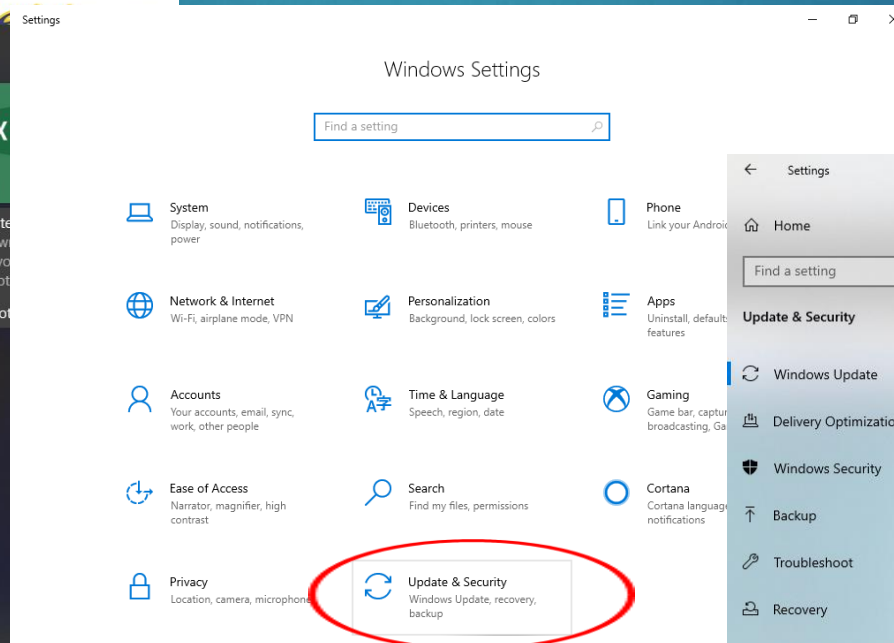
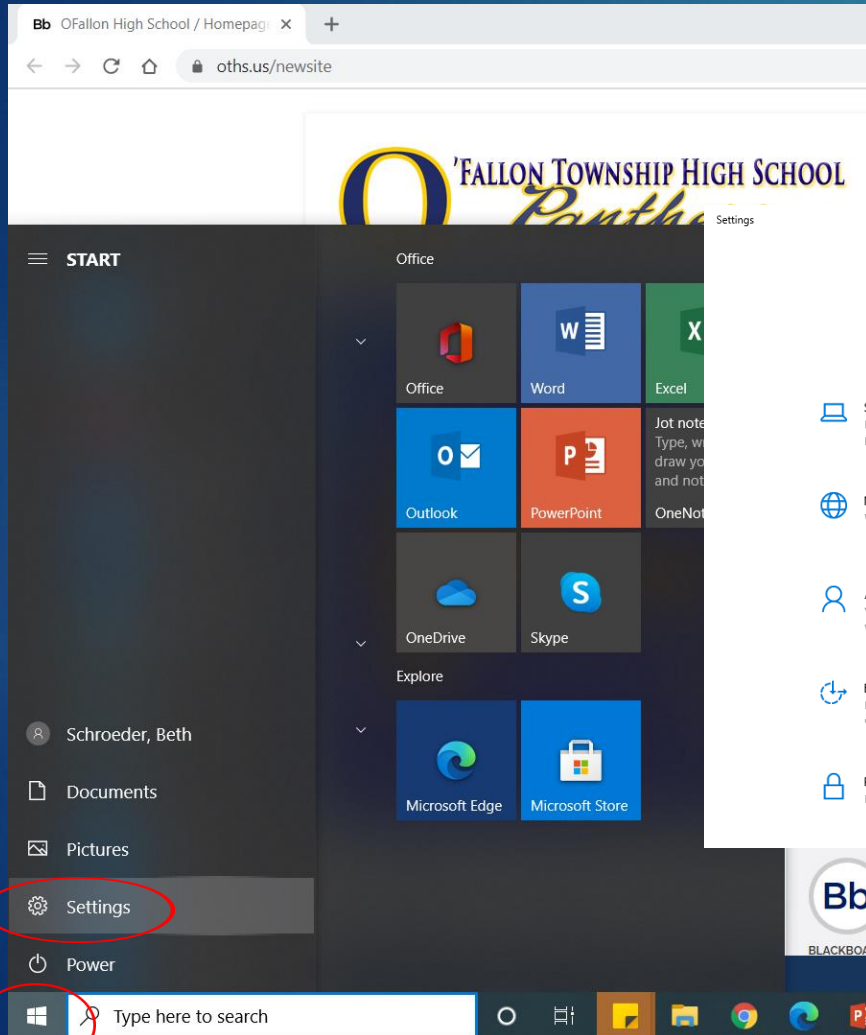
2. Clear your browser's history/cache/cookies!

Your saved passwords will be cleared, so make sure you remember and write them down somewhere safe before you do this!

The screenshot shows a web browser window displaying the O'Fallon Township High School website. The browser's address bar shows the URL 'oths.us/newsite'. The website header includes the school's name 'O'FALLON TOWNSHIP HIGH SCHOOL' and the mascot 'Panthers' with the slogan 'Excellence in Education for Every student Every day'. A navigation menu contains links for District Info, Academics, Athletics, Students, Parents, Staff, and Clubs & Activities. The main content area features a large 'Welcome to OTHS' graphic with a tiger mascot logo and the same slogan. A 'More tools' menu is open, with 'Clear browsing data...' highlighted. Other menu items include Save page as..., Create shortcut..., Extensions, Task manager, and Developer tools. The browser's taskbar at the bottom shows various application icons and the system clock indicating 3:44 PM on 1/14/2021.

3. Make sure your device has identified and installed all available updates.

Have an OTHS Chromebook? You must be signed in as a "Guest" user to check and install updates!

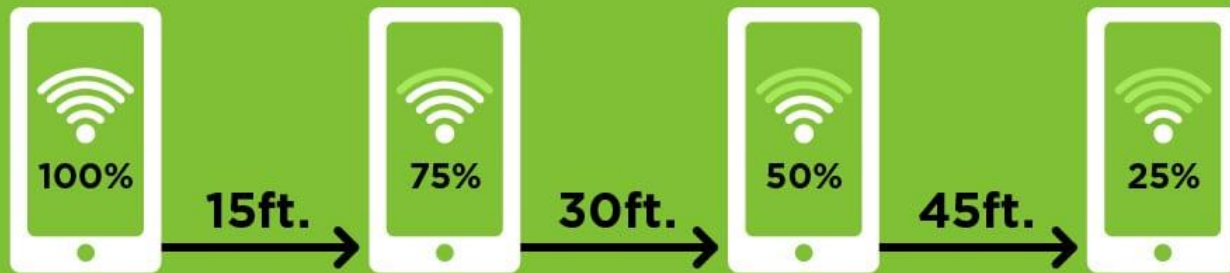


4. Unplug your WiFi router for no less than 2 minutes so it can complete a full power reset.

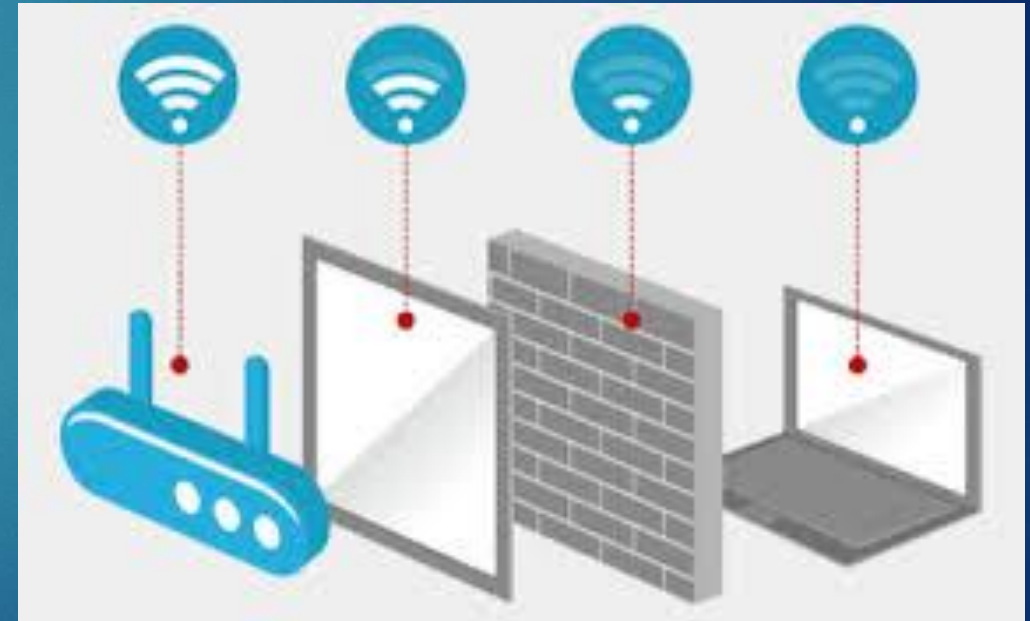


Two minutes is the maximum amount of time it will take to drain this little guy (capacitor) and ensure the memory is fully cleared.

5. Using a WiFi hotspot? Move closer to a window or exterior wall!
6. Move closer to your WiFi router! (Or even connect directly to your modem, if possible.)



At **2.4GHz**, moving **15 feet away** from the router will result in a signal loss of approximately 6 dB — about **25% for every 15 feet**.



7. Turn off any other sources that are using/draining the WiFi (and politely ask other members of the household to do the same!):

- ▶ Videos/Video Chatting
- ▶ Gaming
- ▶ Streaming TV/Movies



When trouble strikes...

- ▶ Shoot a quick message to your teacher (in the chat, if you can, or email if not) to let them know you're trying to fix your connection issues and will log back in asap.
- ▶ If you aren't able to re-join the class session, follow up with an email and ask about what you missed.
- ▶ CHECK OFTEN for a response to your email!
- ▶ Set up an appointment with your teacher or continue to communicate via email to make sure you understand any concepts, assignments, instructions, etc. that you missed.

When all else fails...
CONTACT THE
OTHS COMPUTER DEPARTMENT!

- ▶ ComputerDepartment@oths.us
- ▶ 618-632-3507 ext. 390
- ▶ Need a device/hotspot? Complete the IMC Device/Equipment/Materials request form here:

<https://forms.office.com/Pages/ResponsePage.aspx?id=bJBLu8um0UWSvsVGidHJT778KeBSihNloDN6tBZqlw1UN0c4T1JHVkNINEoxSVJMRTThCTENXM1ZXRY4u>