

# DLE Device Trouble Shooting Tips

**Please try these before sending students to the Media Center.**

1. If a student is unable to log into his device, please check to make sure the device is not in airplane mode. At the initial login screen, you should see a wireless symbol towards the bottom. If you touch that, it will bring up wireless option on the right. Turn airplane mode off. He should then be able to login.
2. If a student is unable to access the internet once he is logged in, please check to make sure the device is not in airplane mode. Also, please make sure the wifi is turned on.

Check out the video: <https://www.youtube.com/watch?v=JNb9KH9Nebk>



## DLE Tech Tip - Air Plane Mode

How to turn off air plane mode

[Watch now...](#)

3. Each student should have an F: drive. If a student does not have an F: drive, please email Mrs. Gause the user number and student's first and last name. An iCare ticket will need to be created for all student accounts without access to the F: drive.
4. If students need to access files at home, please make sure they are saving on their C: drive or a flash drive. It might be helpful to have your students make desktop folders for each subject area and then save documents for the class in the specific folder.
5. If students need to print work, they must save documents on their F: drive or a flash drive and then log into a desktop computer to print.
6. At this time, students do not have access to student email. PLEASE do not create accounts elsewhere. This is coming and we should hopefully have something soon.
7. Edmodo is what the district is using right now for your digital classroom.
8. Please be aware that all students might not have internet at home. If homework requires the device to be used, please make sure those who need to download anything do so before they leave class or provide a hard copy for them.