

# Common Technology Issues



Simple things to check, common tech issues and  
ways to make your  
digital world a little more friendly

\*\*It is recommended that students practice and get familiar with these troubleshooting techniques on their personal device. I strongly encourage you to either go through these slides at home or bring in the device you would be using to do online learning at home as you go through these slides with your teacher.

# Common Problems

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# *Check these things:*

**Make sure you:**

- Know your password
- Can log in to a chromebook.
- Can see Lakeside Middle School's Classlink
- Log into itslearning from classlink. Do you see all of your courses?
- Can participate in a discussion, task, test and assignment **in every class**



Problem: I can't access My teacher's Google Docs  
*in itslearning*

**Solution:** Itslearning does not have the correct Forsyth Google Drive or Microsoft account connected. This causes a student not to be able to access teachers' documents.

Here's how to check to make sure that your Google Drive and Office 365 accounts are linked to itslearning.

Problem: I can't log into itslearning, I see my brother/sister's *itslearning* stuff

**Solution:** If you have a sibling sharing a chromebook with you, sometimes the browser is stuck on one person's account. make sure that you completely close the browser and log out of itslearning before someone else logs on.

# Problem: Brainpop & other programs won't work for me



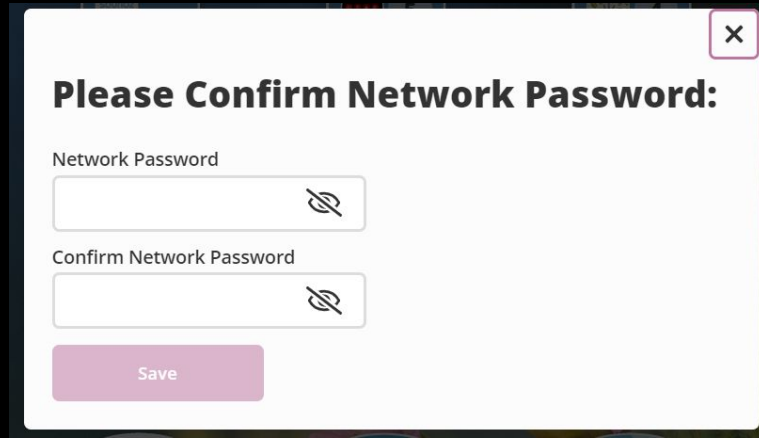
Most of the time this happens because the student didn't sign into Classlink and go to the programs from there.

**Start in Classlink!** Now, you can go to any program inside classlink and you won't be asked to sign in again.

If you use a phone, Make sure you have gotten the classlink app or added to your home screen: [Directions](#)

# Do not skip this prompt!

Never, ever...skip this prompt. When classlink asks you to put your password twice on this screen, just do it.



A screenshot of a web-based password confirmation prompt. The prompt is titled "Please Confirm Network Password:" and contains two input fields for "Network Password" and "Confirm Network Password". Each field has a toggle icon (an eye with a diagonal line) to the right, indicating that the password can be shown or hidden. Below the input fields is a pink "Save" button. The prompt is enclosed in a white box with a dark border and a close button (an 'x' in a square) in the top right corner.

**Please Confirm Network Password:**

Network Password

Confirm Network Password

Save

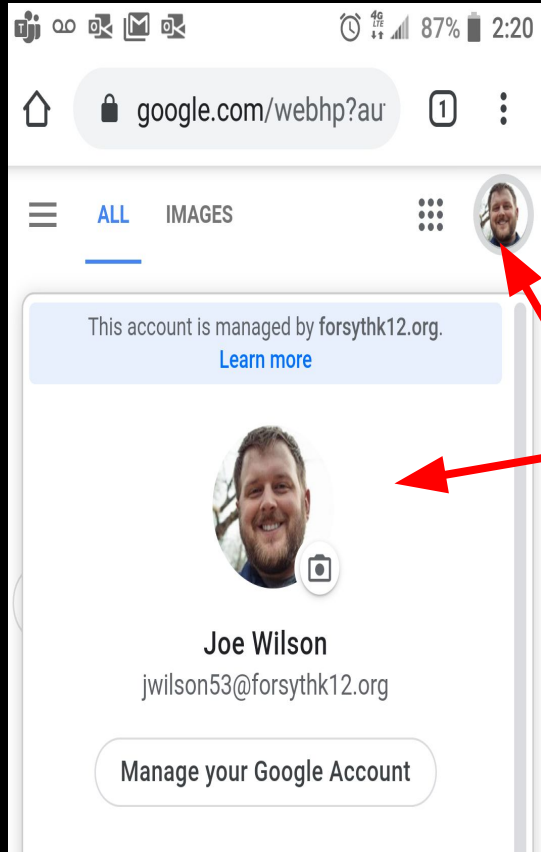
# Problem: I can't access my teacher's Google Docs on a laptop

Many people, and students, are accidentally in the wrong google drive. To avoid this:

**Solution:** On a laptop OR chromebook, *Start everyday in Classlink, then open your Google Drive!* Not doing this, many times causes us to accidentally be signed in to a personal account or not signed in at all. Be sure you are signed into your forsythk12.org Account. If you get in the habit of starting each day this way, you will eliminate many access problems.



# Problem: I can't access My teacher's Google Docs on my phone



Many people, and students, are accidentally in the wrong google drive. To avoid this:

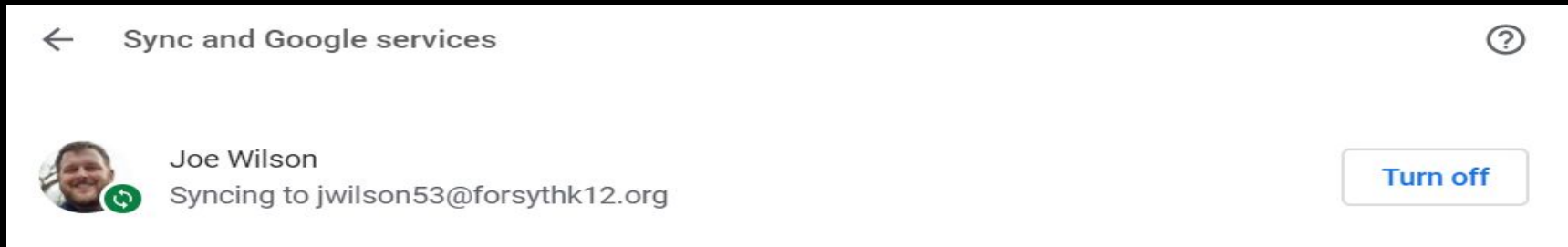
**Solution:** Be sure you are signed into your **forsythk12.org Account on your phone too!**

In Google, Click your profile icon and make sure you are signed in properly.

# Sign in to Chrome

Another common issue is not having "access" to the teacher's documents, even when you are signed into Classlink or Google properly. You may not be signed into Chrome and syncing turned off. To check this. 1. Click the 3 dots in the top right corner of your Chrome browser. 2. Go to settings. Look for this screenshot below. This is where you will get the option to sign into Chrome if you aren't signed in on a school chromebook.

- If you are signed into a personal account on a **personal device**. You need to sign out. Do this by clicking the time in the bottom right. Click "Sign Out" of your personal gmail account. Then, click "Add Person". Add your [user@forsythk12.org](mailto:user@forsythk12.org), then sign in.



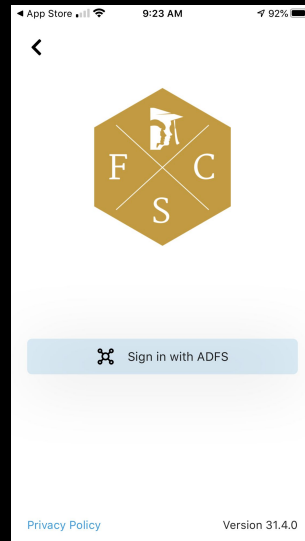
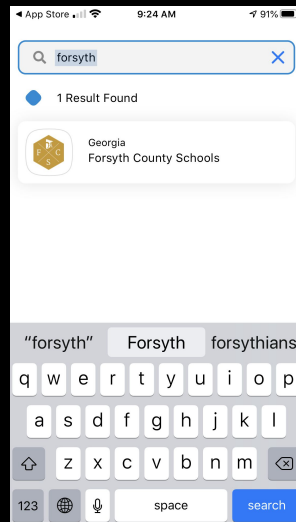
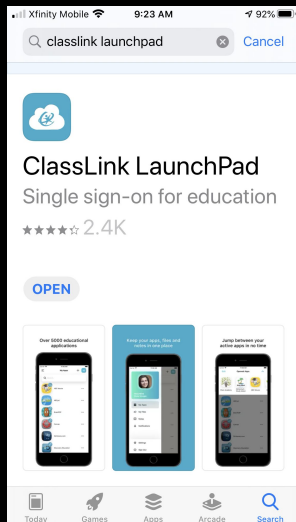
# Getting to Classlink Quickly from Home

- **Classlink is located at the top of every school website.**
- **To make this quicker for you and your students, bookmark Classlink. You can customize your Chrome browser (when you are signed in). Adding a bookmark helps get to websites more quickly. Click the three dots at the top right of your chrome browser to make sure you are signed in with Forsythk12.org account, and look for “Bookmarks”.**

# Getting to Classlink Quickly On A Phone

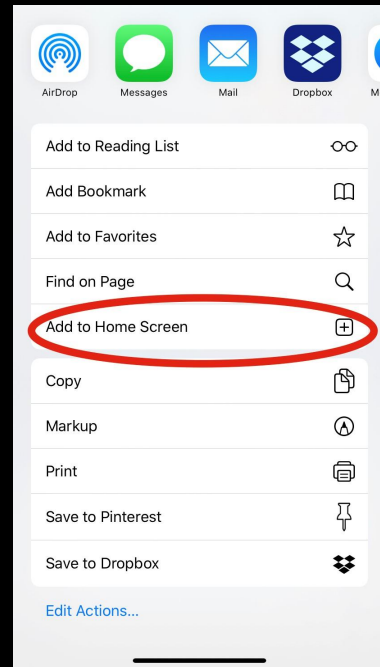
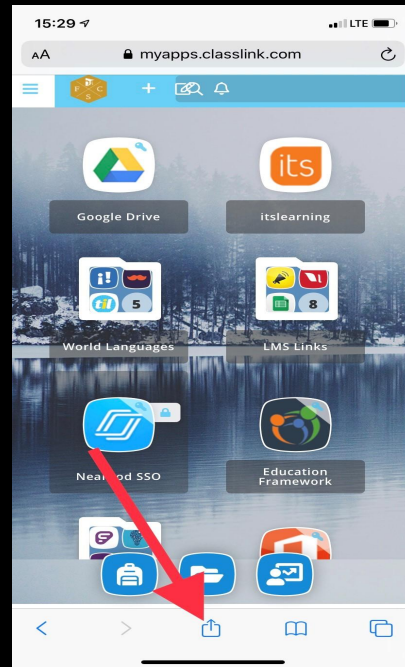
Get the “Classlink” app

Search “Forsyth County”, then sign in.

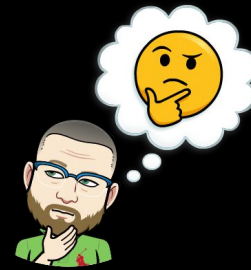


# Getting to Classlink Quickly from a phone

- If you can't get the app...
- On a phone, you can navigate to any website and “add to homescreen” for one click convenience!



# Chrome Browser

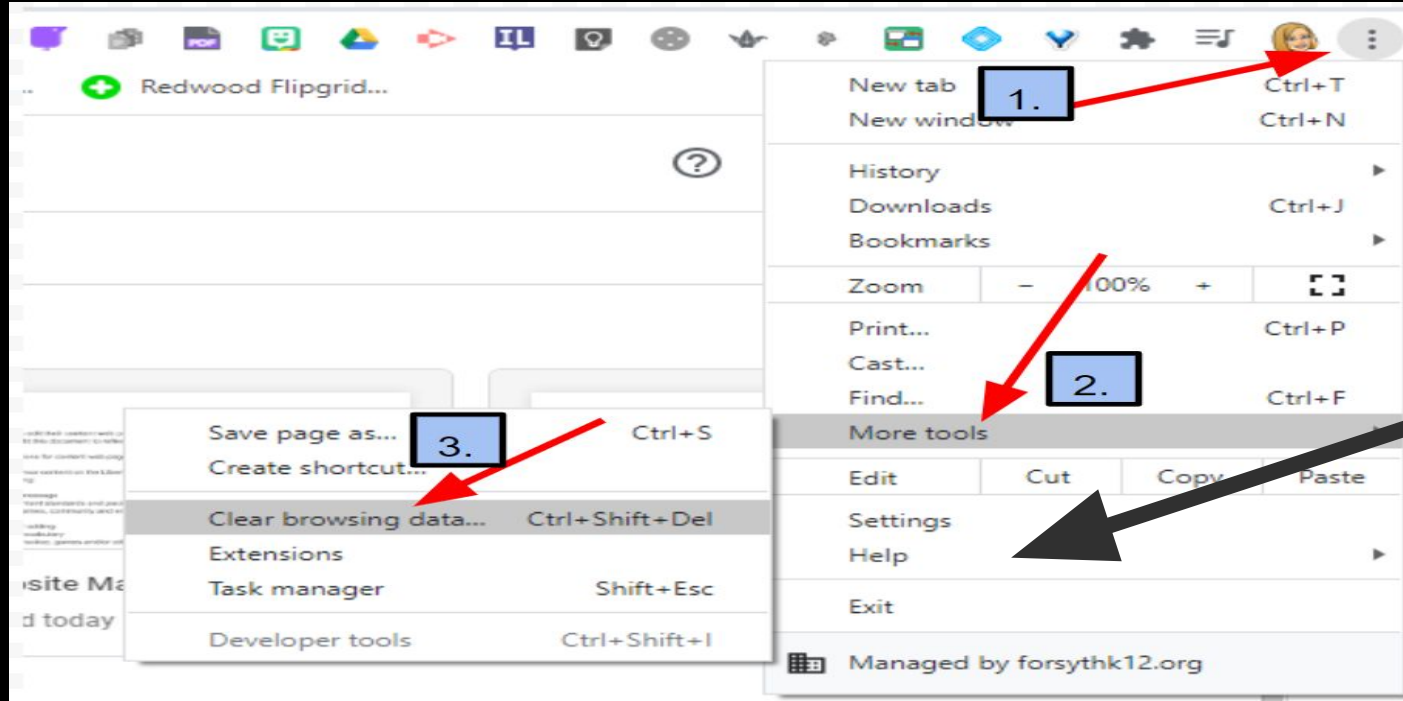


## Chrome issues:

**Cookies are usually a good thing. They help the computer remember pathways to websites and help our computers to create faster connections to them. But, when something goes wrong with a website, then that memory may need to be cleared so that you don't keep following a pathway back to the website that wasn't working. This is a common cause of us not being able to get to a perfectly working site.**

**Directions to clear your history or browsing data (Clearing your cache) (screenshots on the next slide)**

# Clearing Your Chrome Cache



Option 2: If the first way is blocked, go to settings, "advanced" and clear "all time".

# Apps to start the year with...

- **CLASSLINK (FORSYTH)**



- **GOOGLE DRIVE**



- **FLIPGRID**



**TIP:** Sign in to your forsythk12.org google drive! Upload pics/videos throughout the year as needed! Now, you will be able to get to pics and videos from any chromebook for your school projects!