# eLearning Days: Technology Troubleshooting Guide

This guide is written for students experiencing technical issues with their **school-issued iPads** during an eLearning Day. By following these steps, they can resolve many common problems and get back to their coursework quickly.

**Govies, before you call the IT Helpline, please try the following steps in order:**

1. **Check Your Internet Connection:**
    - First, confirm you are connected to Wi-Fi. Go to **Settings > Wi-Fi** and ensure the toggle is on and you are connected to a network.
    - If you are connected but still have no internet access, try turning Wi-Fi off and then on again.
2. **Restart Your Device:**
    - A simple restart can fix a wide range of issues. Press volume up, then volume down and hold the power button until the "slide to power off" screen appears.
    - Slide to power off, wait 30 seconds, and then press the power button again to turn the device back on.
    - Force Restart your iPad if a normal restart does not resolve the issue. Press volume up, then volume down and hold the power button until the screen powers off and the Apple logo appears on the screen.
3. **Manage Your Apps and Browser:**
    - **Close all apps:** Swipe up from the bottom of the screen to view all open apps, then swipe up on each one to close it.
    - **Clear your browser cache and close tabs:** If you are using a web browser (like Safari or Chrome), close all open tabs.
    - For Safari, go to **Settings > Safari > Clear History and Website Data**.
    - For Chrome, open the app, tap the three dots, go to **History > Clear browsing data**, and select a time range.
4. **Verify Your Accounts:**
    - **Sign out and back in:** Ensure you are logged into all applications and services (Schoology, Google Drive, etc.) using your official SCGSAH student Google account.
    - Sign out of your account and then sign back in. This often resolves authentication issues.
5. **Troubleshoot the Specific Application or Service:**
    - If a specific app like Schoology is causing problems, close the app completely and try accessing the content through a web browser instead. The SCGSAH Schoology website is **https://scgsah.schoology.com/home**.

    - If the issue persists in a browser, try a different one (e.g., if you're using Safari, try Chrome or Firefox).
    - Check the status page of the service and verify there are no widespread issues.
        i. PowerSchool SIS/Schoology: https://status.powerschool.com/
        ii. All Google Services: https://www.google.com/appsstatus/dashboard/
6. **Switch Devices (if applicable):**
    - If you are using a personal device and experiencing issues, switch to your school-issued iPad. It is configured for all necessary applications and has built-in security features that can prevent many common errors.

**If you have tried all of these steps and the problem remains, please provide the following information when you contact the IT Helpline (864-282-4217):**

- **Your Name:**
- **A Brief Description of the Problem:** (e.g., "I cannot access my English class materials in Schoology.")
- **The Specific Application or Website You are Trying to Access:**
- **The Steps You Have Already Taken:** (e.g., "I restarted the iPad, cleared the cache, and tried a different browser.")
- **Any Error Messages You Saw:** (Please provide the exact message or a screenshot.)