

Quick Troubleshooting TIPS FOR PARENTS

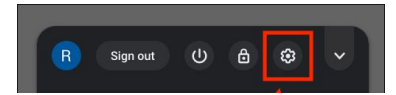


Always **Sign Out** of Google Chrome and power down the Chromebook instead of just closing the lid. To sign out, hold down Ctrl and Shift and tap the Q key twice.



Verify the Chrome browser is up to date.

1. Click the bottom right corner of the **Chrome** OS desktop
2. Select the Settings icon.
3. Click **About Chrome**.
4. Click **Check for updates**.
5. To apply the **update**, click the arrow icon and select **Restart to Update**.



Missing the Submit button for an Assignment

Verify your student is logged into their device, Chrome, and Schoology using their district email.

Can't Open a Google Assignment

Verify your student has added and approved the Google Drive app in Schoology by clicking **Resources > Apps > Google Drive Resources**



If prompted to enter an Access Code for a Zoom meeting, contact the teacher.



Upcoming Zoom meetings **WILL NOT** appear in the first open browser tab on a Chromebook. **View a schedule of upcoming Zoom meetings within the Schoology courses.**



If experiencing Zoom issues, try uninstalling the student profile on the Chromebook.

1. Power down the Chromebook.
2. On the sign in screen, select the **down arrow** next to your name.
3. Select **Remove User**.
4. Log back into the Chromebook.

