

Technology Troubleshooting

Quick fix guide for online instruction

In anticipation of the school year beginning online, here are some simple common issues you may encounter and how to address them. Of course, this is new for all of us and it is important to reassure the parents and students that any problems will be responded to quickly. Parents and students may call you with any of the following concerns:

My Device does not start up, what do I do?

- Please arrange an appointment for the parent to return the device and issue another that does function.
- Please place a work order with DIS to seeking repair of the broken device.

The device turns on but I cannot log in, what do I do?

- Please refer the parent to the Parent Tech Resources on the MCSD web site on the Families and Students tab to find the directions for how the student should log in.
- If parents don't have another way to get these directions, possibly offer the details they need to achieve success (User name is GTID and Password is 'initpass' for Pre-K to 2nd grade or 'mcMMDDYY' where the MMDDYY of the student's birthday).

The device cannot find the internet, what do I do?

- The device will need to be told what network to use at home. The directions are also part of the Parent Tech Resources on the MCSD web site on the Families and Students in the "how do I log in" instructions.
- The home may not have a working internet connection, in which case, please arrange to issue a mifi if you have one.

I am logged on but I cannot get into my Zoom class or Canvas class, what do I do?

- Please help ensure the parent or student has the correct information from their teacher.

My sound or video doesn't seem to work right, what do I do?

- Suggest that they shut down and restart the device to see if that resolves the issue.
- If nothing resolves the issue, please arrange to have the device returned and replaced with another functioning device.

These things, while very common, may not be the issue they are experiencing. In that case, please ask them to **call 706-748-2271** and the DIS team will do the best to assist in resolution.

If we cannot resolve the issue and it appears to be a hardware problem, we will suggest the parent call the school back to arrange swapping the faulty equipment for other equipment that does work.