

Troubleshooting Steps for Technology Problems

Please see below for troubleshooting steps for several different technology problems you may run into while doing your remote learning. The most important thing to always try **first** while troubleshooting technology problems is **REBOOT!!!!** If it has a power button and isn't working like you want it to, reboot it. This surprisingly enough resolves lots of issues quickly.

If you have rebooted and followed all of the recommended steps below for your issue and are still having problems please contact me via the Remind app or send me an email at ntwkadmindms@bacavalley.com . If you have not joined my tech support group in the Remind app my code is **@c7g8ef**.

Internet Troubles

If you are having a problem connecting to the internet or your internet is running slow, try the below troubleshooting steps.

1. Reboot any device that is having connection problems.
2. If that does not resolve the problem, reboot both your router and your modem.
3. If other devices can connect to the internet with no problems but your school iPad can't follow the below steps:
 - a. Go to settings on your iPad
 - b. Click on Wi-Fi
 - c. Make sure the Wi-Fi is turned on and that there is a check mark next to the name of your Wi-Fi showing it is connected.
 - d. If you are connected and still having problems, click on the blue "i" that is inside a blue circle to the right of the Wi-Fi you are connected to.
 e. Choose "forget this network".
 - f. Reconnect you iPad back to your network
4. If none of the above steps work and there is no internet to any device in your home contact your internet provider.
5. If it is only your school device that is not connecting to the internet, please contact Mrs. Moehring via the Remind app through the Tech Support group.

iPad Keyboard Troubles

1. Make sure that your keyboard is charged. Use the black cord that was sent to charge the keyboard, or any android device charging cord will also work.
2. Go to settings and Bluetooth and see if the keyboard is showing as connected or not connected. It will show under the name “Zagg Slim Book” or “Zagg Rugged Book”
3. If it is showing as not connected push the power button on your keyboard and make sure you see a green light come on.
4. If it does not connect automatically on its own click on the name of the keyboard.
5. If you get an error saying no Bluetooth device connected click on the blue “i” inside the blue circle and choose “forget this device”. Then follow the below steps to reconnect your Bluetooth keyboard.
6. Press and hold the Bluetooth button for three seconds. It is located on the far left of the keyboard on the #1 key, or it will be located just to the left of the power button.
7. A blue LED under the Power key will flash until your Slim Book and iPad are paired.
 - a. You should get a pop up asking you to confirm that you want to pair the device.

APP Troubles

If you have an app that is running slow or keeps crashing try the below troubleshooting steps to resolve the issue:

- Double click the home button and close out of ALL apps that are open and then reboot your iPad.
- Go the app store and click on updates and make sure there aren't any updates for the apps.

Edmodo Troubles

Make sure that you are using Safari to access your Edmodo account, do NOT use the Edmodo app if you have it on your iPad the app does not work well.

- If you are having problems with the Edmodo site loading or logging in check your internet connection.
 - If you are having troubles with your internet connection see the above trouble shooting steps to resolve this issue.
- If you are not seeing the assignment you need to work on or are missing something in one of your classes, try logging out and back into Edmodo.
- If you are having a problem with a specific class, please contact your teacher for that class.
- Log out of Edmodo and back in.