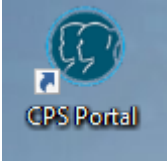


Save Instructional Time!

Two-Second Troubleshooting Tips



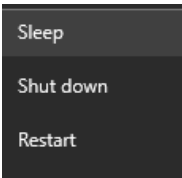
#1: Did They Go Through the CPS Portal?

One of the first things we check when a student can't get logged into a program is to make sure that they have accessed the program through the CPS portal.



#2: Do They Have Wifi?

When Google or other webpages are not loading, check to make sure they have wifi in the bottom right-hand corner of their laptop screen.



#3: Have They Restarted the Computer?

If the student does not have wifi, if the mouse/cursor disappears, if the touchscreen is not responsive, or if you see other general computer wonkiness, have the student restart the computer one or two times. It is our easiest fix!



#4: Are They in Tablet Mode?

If the Desktop doesn't look normal, check in the lower right-hand corner in the little speech box; make sure that the laptop hasn't inadvertently been put into "Tablet Mode" which will change its look and functionality.



#5: Have They Tried a Different Browser?

If things aren't working in Google Chrome, try Internet Explorer or Firefox.