Troubleshooting Ideas

GUILFORD County Schools
TECHNOLOGY SERVICES

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iPads - connect to the **GCSiPad** WIFI network

Issue	Solution to Try
Need an App installed	Check Self Service for the app to see if the app is there
Running slowly and Apps taking too much time to open	Clear open apps • Swipe up from the bottom edge and pause in the center of the screen OR Double-click the Home button (on an iPad with a Home button). • Swipe up on the app If issue continues, hold down your finger on the screen until the apps shake, delete the app, then reinstall it from Self Service.
Keyboard not working	Remove the cover and wipe the 3 small connection pins inside the case and the three connection 'dots' on the side of the iPad. Reinsert the iPad making sure the connections between the cover and iPad are touching.
Restarting the iPad	• Press and hold the button on the top right corner until power slide appears on the screen. • Drag the slider and wait 30 seconds for device to turn off. • Turn back on by pressing the same button on the top right corner until you see the apple logo on the screen. To FORCE a restart,hold down the round Home button and the Power button until the device reboots.

Chromebooks- connect to the **GCS** WIFI network

Issue	Solution to Try
Need to access a GCS Resource	Open Google Chrome web browser, and click on GCS Web Links at the top (near refresh button)
Websites not opening correctly	Make sure that you've signed into ZScaler using these directions.
Camera not working	• Join a Microsoft Teams meeting to force the camera to work. • Restart the Chromebook • Reopen the Camera app
Restarting the Chromebook	• Click on the time in the bottom right corner (this is the control panel) • Choose shut down • Wait 30 seconds • Power on the Chromebook
Helpful Videos	Access Chromebook videos here on logging into your Chromebook, Accessing resources, more troubleshooting tips, logging into your Microsoft apps and more!

Lenovo 11e - connect to the **GCS** WIFI network

Issue	Solution to Try
Need to access a GCS Resource	Make sure you're signed into your GCS Google account using these directions. In the Google Chrome web browser, click on GCS Web Links at the top (near refresh button)
Websites not opening correctly	Make sure that you've signed into ZScaler using these directions.
Sound not working	• Make sure your audio is not muted. Look at the F1 button if there is an orange light, your sound is muted. Hold down the button until the light turns off. • Do a manual reset of the audio. Hold down the F2 (down volume) button until the on screen volume bar (top left corner) flashes between 0 and X. Then hold down the power button on the laptop to force a shut down. You need to hold the button until the laptop completely shuts off - the red light on the laptop will turn off, turn back on, then turn off a second time. At this point, you can turn the laptop back on and audio should work.

NCEdCloud, Canvas, and Teams

Issue	Solution to Try
Cannot remember your NCEdCloud Password	Any of your classroom teachers can reset this password for you.
Canvas	Many Canvas questions can be answered in these Canvas guides: ● **Canvas Student Guide** ● **Canvas Parent Guide**
Joining Teams	Watch this video for Teams meetings Instructions and Expectations Watch this video to troubleshoot the message that you have to be part of the organization - Joining Teams Meetings - Signing in

Still not working?!

- Talk with your teacher or School Library Media Coordinator to see if they have any ideas
- Ask if they can place a helpdesk ticket for you