SeeSaw Troubleshooting Tips

We have been seeing several recurring issues with Seesaw and would like to provide some troubleshooting tips that you can try at home. The two main problems are:

-Getting a block/storage space message when trying to attach a photo or audio to an assignment.

-Not being able to view Google videos sent by teachers.

If you are getting a block or storage space message, try the following:

- Open the Settings app on the iPad
- On the left, swipe all the way down until you see the Seesaw app settings.
- This will indicate the items that Seesaw has requested access to, such as Photos, Camera, Microphone, etc. They must **ALL** be set to **allow**, especially Photos, otherwise students will get a block message. If Seesaw was accidentally set not to allow access to something, this is what could cause the issue.

Clear any pictures or videos from the following Apps

- Camera app
- Photos app

- Photobooth

They are often in HD quality and as such take up a lot of space. If you delete anything from **Photos**, remember to empty the trash too because otherwise the files will stay on the iPad for 30 days. Too empty your photo trash, follow these steps

- Select **Albums** along the bottom.

- Scroll down to tap on "Recently Deleted" (should be at the very bottom). This will open the Recently Deleted album.

- Tap on "Select" in the upper right corner.

- It will then ask you if you want to completely remove them from your iPad by hitting "Delete All."

- Select Delete All to wipe your recently deleted photos.

- Tap "Delete All" and your photo trash will be emptied.   This should resolve any messages about space.

If you are not able to view Google videos sent by teachers, give this a try:

-Start to play a google linked video. In the top right corner should be an option to sign in to Google Drive. If your child is not signed in already, you sign into the iPads with the student's spartandocs account from this location.

-Once signed in, try and view the video again. This time, you should have the option to save a copy to the student's Google Drive. Save the video and then tap the Home button to leave the Seesaw app.

-Open the Google Drive app and navigate to where the copy of the video was saved. Try and view it from there.

If you tried the above fixes and are still having problems, please do not hesitate to submit a tech ticket. To do so, go to the school's website (slsd.org) and go to the Students tab. There will be a link in there for Tech Helpdesk. Once on the helpdesk site, **ignore the username/login field**

at the top. Instead, choose the option for **Sign in with Google**. In the prompt that appears, enter the student's information for their spartandocs account. If you do not know that information, follow along with this video: https://bit.ly/SLSDGMAIL

Once you create a ticket, it is important to note that **all replies will go to the student's email address, not your own**. This means you will need to check the student's inbox to view the tech team response. You should hear back from them within a few hours of submitting the ticket. If you do not see any notifications in the student's inbox, then you can always log back into the tech ticket website and check the status of all of your existing/previous tickets to see if you missed any correspondence.

Thank you all for your patience during this time. We hope everyone is staying safe and healthy!"