



Troubleshooting Technology Issues

Updated October 2020

Click on the technology you are experiencing issues with to be taken directly to those topics. i

[Canvas](#)
[Google](#) maps
[Kajeet/](#)

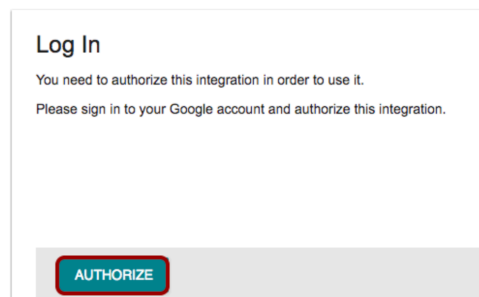


Canvas

[Canvas Community](#) and [Canvas Guides](#) can be very helpful. Searching these links to locate the solution to your specific issue is always an option.

A. Authorizing Drive in Canvas

1. If you are seeing this message, you have not authorized Google Drive within Canvas.



2. If you are experiencing issues with authorizing Google Drive in Canvas or unable to view Google docs shared by others in Canvas, here are some steps you can take to troubleshoot the issue.
 - [Disable "block third-party cookies"](#)
 - [Empty the cache/history](#)
 - [Re-authorize Canvas integration via Google account](#)

B. Student does not have access to a Canvas course on their dashboard.

Canvas courses are rostered automatically from Infinite Campus. These two systems sync every night. If you are a new student or your schedule has been changed, please give the sync time to be completed before contacting your teacher about a missing or incorrect course.

General Chromebook troubleshooting steps

1. **Restart the Chromebook. (Power all the way off and back on - not just sleep mode.)**
2. [Empty the cache/history.](#)
3. **Charge the Chromebook.**
 - Check all cords and connections to the cord and wall
 - Change to different outlet
 - Try the charging ports on both sides of the device (if it has more than one)
 - Allow at least 15 mins/30 mins to see if charging % increases
 - Is charging light on? (if no, see #7 below.)
4. [Ensure the date and time zone are correct.](#)
5. **Check to see that you have the latest Chrome Operating System (OS).**
 - Type in Chrome://help.
 - Click on Chrome OS Settings.
 - Select Check for Updates
If you see *Google Chrome is Up to Date* with a blue check mark, your Chromebook is up to date.
6. **Check permissions. Be sure there is NOT a gold exclamation point in the upper right hand corner of the Chromebook.**
 - If you see this exclamation point, click on it and accept permissions as requested.
7. **Frozen/Black Screen and/or won't charge(no power light when plugged in)?**
 - G7's (North or West)
 - i. Plug in charger to make sure power light comes on.
 - ii. When G7's freeze up, the charger often appears to not work.
 - There are charging ports on both sides of CB, check if power light comes on (right side) when plugged into either.

- If frozen while powered on to a screen: hold down power key (sometimes takes more than 30 seconds - until it turns off.) Then wait a few seconds and power back on.
- If the screen is dark: check to see if power light (on right side) comes on when the charger is plugged in. If not, try a hard reset (see below) first. If that doesn't help, do a full wipe (see below) of the device. If the device still does not power on, then submit for repairs and set up an appointment to exchange out devices.

8. Perform a Hard Reset:

- Plug-in charger to make sure power light comes on.
- Hold down the **Refresh**  key and then press the **Power** button until your CB switches off and then it should restart (sometimes takes a few seconds and seems like it didn't work).

9. [Wipe your Chromebook.](#)

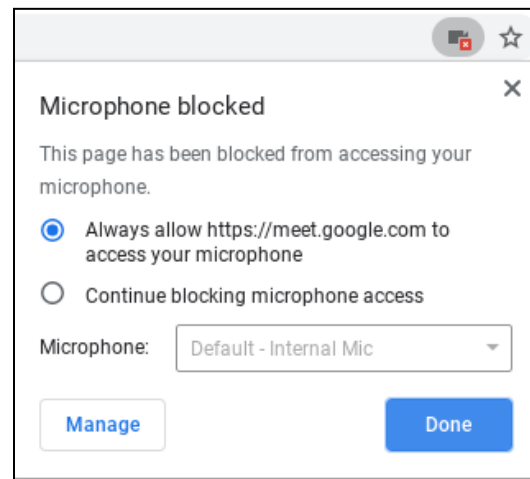
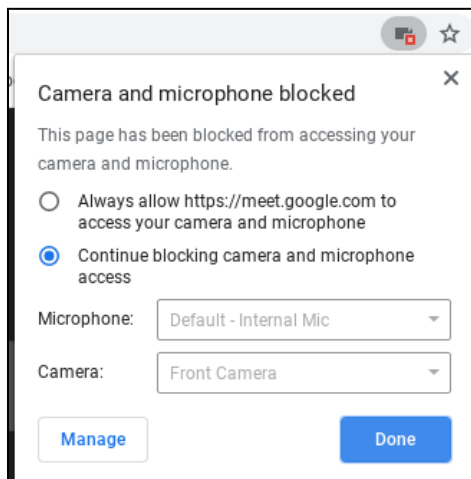
Specific Chromebook Issues

A. Camera Issues

a. [Blurry or unclear images](#)

- Ensure Camera is turned on
- Go to the 3 vertical dots and click *settings* - second from the bottom
- In the search bar at the top, type *camera*. This should bring you to *Site Settings*.
- Click the arrow to the right of *camera*.
- Make sure the toggle switch to the right of *Ask before accessing - recommended* - is turned on.

B. Camera/Microphone



- a. Check to see if blocked for that sitebesides looking in settings, look at right side of URL address bar for the symbol in screen shots above (will only appear if blocked.) Change to "Always allow..." then refresh the page and try the camera/microphone again.
- b. Another Option: ASUS FAQs also suggest these steps: [How to Fix Chromebook Camera Problems](#)
- c. [Disable Extensions](#)
 - i. Select three dots in the upper right, select *more tools*.
 - ii. A list of extensions will appear. You will want to disable all extensions you added.

***Disable any ad-blockers you may have added as an extension. These are often the culprit of other issues!*
 - iii. You will not be allowed to disable the extensions pushed out by the district.

C. Glitchy screen

- a. Adjust brightness settings. Use the two keys above the 7 & 8 keys to decrease and increase brightness.
- b. Update Chrome OS
 - i. Type in Chrome://help.
 - ii. If you see *Google Chrome is Up to Date* with a blue check mark, your Chromebook is up to date.

D. Inappropriate Ads

- a. Go to [Google.Chrome Help](#) and follow the steps provided in this link.

E. Sound doesn't work

- a. Make sure sound isn't muted
 - i. At the bottom right, select the time.
 1. Adjust the volume using the slider. (same for microphone if they can't be heard)
 - ii. Change the sound input or output.
 1. At the bottom right, select the time.
 - a. Next to the volume ▶ slider, select the Right arrow.
 - b. Change where sound comes from (output) or where you speak into (input).
- b. Unplug audio devices (like headphones or speakers) from your Chromebook.
- c. [Reset Chrome settings to default](#)
- d. [Wipe device.](#)

F. [Dark mode on and off](#)

- G. **Text Disappears** - Remove the Grammarly Extension from your device. [Follow these steps.](#)



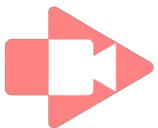
Google Meet

A. Unable to Join a Google Meet

- a. If you are using a nickname copy and paste it in instead of typing it.
- b. Make sure you only have one Meet tab open at a time. Close any unnecessary open browser tabs, windows, or apps that aren't currently being used.
- c. Open Chrome and open the extensions. Type `chrome://extensions/` in the URL address bar
 - i. Disable all extensions.
 - ii. Restart Chrome.
 - iii. Try to join a meeting.
- d. Put your device on a flat and elevated surface to prevent your device from overheating. Avoid using your device on the floor or bed for a long period of time.
- e. Make sure you have allowed the camera and microphone.
 - i. *See above in document for camera and mic issues.*
- f. If the above steps do not resolve the issue, try opening your chromebook's camera and make sure that is working. If not, contact the Media Center to get a loaner device.
- g. Change your Meet layout to Spotlight view.
- h. Change the quality of your device's video to a lower resolution. (We have already taken steps to address this)

Kajeet/MiFi

- A. [Click this link for Kajeet tips.](#)
- B. [Click this link for MiFi tips.](#)



Screencastify Issues

- A. [Click this link for Screencastify tips here.](#)

If any of these troubleshooting steps do not work, please contact your Media Team or your Technology Integrator for support. We are here to help.