CHS Student Technology Troubleshooting

Please check the topics below to find solutions to common issues prior to requesting technical assistance or filling out the Tech Support Help Ticket located on the CHS website under Quicklinks.

If the issue you are experiencing is listed below, click on the issue to learn more about what you need to do prior to submitting a Help Request Form.

- Chromebook won't turn on?
- Damaged chromebook?
- Disc Full Error?
- Turn off Pop up Blockers?
- Chromebook charging issue?
- Lost a charger?
- Sound issues?
- CANVAS Canvas cookies issue?
- CANVAS How do I add a parent as an observer in Canvas?
- CANVAS You need to Authorize this Integration error?
- I don't want to lose all of my work I have saved to my school Google Account!
- I don't have wifi access at home to complete digital work.
- None of these solutions can be used to address my issue.

Chromebook won't turn on? Make sure the battery is charged or that the chromebook is connected to a working power outlet with the charger. Depress the power button and the refresh key (circle with an arrow located above the 4 key) at the same time.

Damaged chromebook? Fill out the Technology Support Help Ticket and you will be contacted with the next steps you will need to take to get this issue resolved. See Quick Links on the CHS website.

Disc Full Error?

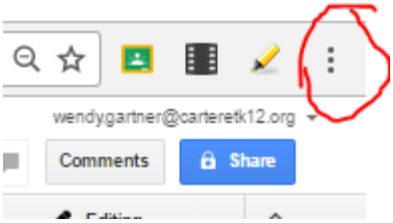
If you are experiencing issues with a "Disc Full" error, please try the following steps. These steps have worked every time, however, the "Disc Full" error may reappear after downloading something to the clipboard, and then the steps will need to be completed again.

1. Click the control key and the H key at the same time to access your history.
2. On the left side of the screen you will see where you can delete your browsing data.
3. When you click on that you will get a box that says "Delete browsing data".

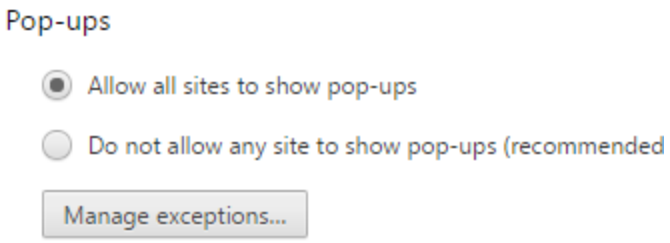
CHS Student Technology Troubleshooting

4. Click on the "more" dropdown and select "all time".
5. Click "show more"
6. Make sure "Cached images and files" is checked.
7. Click on "Clear data". This will remove all that "junk" from your disk that is prompting the "disk full" error.

Turn off Pop up Blockers?

1. 

2. Go to Settings
3. Go to bottom of page and click on “Show Advanced Settings”
4. Scroll down to “Privacy” and click on “Content Settings”
5. Scroll down to “Pop ups” and click on “Manage exceptions”



Chromebook charging issue? Check to make sure the power source is secure at the black box where the two cords connect. You can check the battery life of your chromebook by: 1. Turn on and log onto your chromebook. 2. Unplug the charger. 3. Depress Ctrl/Alt/T 4. Type in the following: battery_test 1 5. If it shows that your battery life is over 50%, it is expected to hold a charge for at least 3 hours. If you believe the charging issue is something that needs to be repaired, complete a Tech Support Help Ticket so we can call you to the media center and assist in getting this resolved.

Lost a charger? Complete a Tech Support Help Ticket and choose the type of charger that has been lost. There is a standard charge for a replacement charger ordered through our school vendor that will be added to your school fees account. Once this is paid, bring a screenshot of the payment to the media center and a new charger will be issued to you. All teachers have a spare charger in their room for student use. There are NOT any loaner chargers available for students.

Sound issues? Make sure the sound icon in the lower right corner of your screen is not on mute. If this is not the issue, fill out a Tech Support Help Ticket . You will be contacted with the next steps you will need to take to get this issue resolved.

CHS Student Technology Troubleshooting

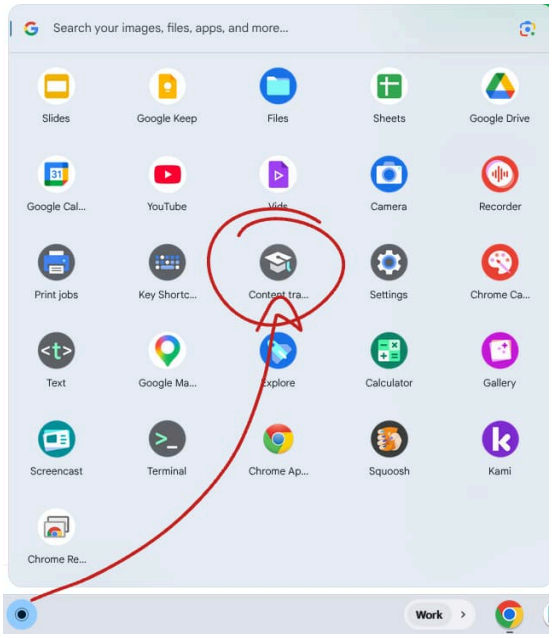
Canvas cookies issue? Please follow the steps in this video to update your Chrome settings to allow cookies. Once you do this you should be able to access what you need in Canvas without issue. https://drive.google.com/file/d/1o6QWGnLeqtczUTZYUsFMDpicr2VNClZT/view

How do I add a parent as an observer in Canvas? First, students will need to generate a pairing observer code from their Canvas account by following these steps: **https://drive.google.com/file/d/1EwxX1aUuqwPfgmW6ROCeqkNS4hOZM9jl/view**

Next, the parent will need to create a parent account at https://carteret.instructure.com and enter observer code when prompted. They can do this on a laptop or they can download the Canvas parent app on their phone. *Take note that when opening the application, the choices for teacher or student are large and then in tiny print under those choices is the choice to "create a parent account". Also, when choosing a school, enter "Carteret County Schools" and not the specific school within the county.*

You need to Authorize this Integration Error in Canvas? If you get an error when trying to open a Google Drive item that is being shared by your teacher in Canvas and get an error that you need to Authorize this Integration, just follow the steps in this screencast to Authorize Google Drive in your Canvas account: https://drive.google.com/file/d/11Gd5gZFHy79mTaKADFOH33ahB3Wc969o/view

I don't want to lose all of my work I have saved to my school Google Account!
If you look in your Chrome Launcher, you will see an app called Content Transfer Tool. Click on that and follow the instructions to save your google content to a different account.



Your email will remain active only while your CCPS enrollment is active, so if you have email correspondence with anyone that you will need to continue, please find contact information for these individuals and add them to your personal email address book. Also be sure to notify them that your email address has changed and what your new email address is as you will not receive forwarded emails

CHS Student Technology Troubleshooting

from your s.carteretk12.org account.

I don't have access to a WIFI connection to complete digital work at home. If you are in need of internet access for working from home, please contact Ms. Garman in the media center to request a WiFi HotSpot.

None of these troubleshooting remedies work for correcting the issue. Complete the Tech Support Help Ticket on the CHS website located under the Quick Links tab. You will be called to the media center to begin the process to have your chromebook sent out for repair and receive a loaner chromebook.