

CCPS Technology Troubleshooting

Please check the topics below to find solutions to common issues prior to requesting technical assistance or filling out the Help Request Form.

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?](#)
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- **CANVAS** [Canvas cookies issue?](#)
- **CANVAS** [How do I add a parent as an observer in Canvas?](#)
- **CANVAS** [You need to Authorize this Integration error?](#)
- [Google Meet can't see or hear me!](#)
- [I don't want to lose all of my work I have saved to my school Google Account!](#)

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 for BOTH clearing history AND removing installed apps. 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.

Student troubleshooting - clearing history:

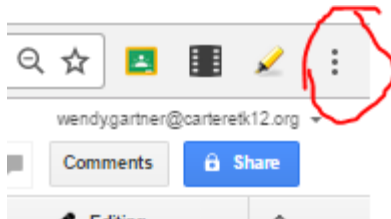
1. Click the control key and the H key at the same time to access your history.
2. On the left side of the screen you will see where you can clear your browsing data.
3. When you click on that you will get a box that says "Clear browsing data".
4. Click on the "advanced" tab.
5. Make sure the time range says "All time" and that the two boxes "Cookies and other site data" and "Cached images and files" are checked.

6. Click on "Clear data". This will remove all that "junk" from your disk that is prompting the "disk full" error.
7. Restart the chromebook.

Student troubleshooting - removing installed apps:

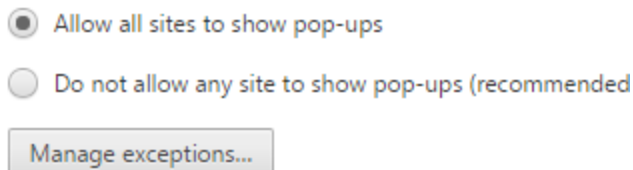
1. Go to settings (click lower right corner where the clock is located and then on the gear icon)
2. Click on "Apps" on the left side of the screen.
3. Click on the arrow next to "Manage your apps."
4. Click on the arrow next to any app that you want to uninstall. If it is a forced app, the "uninstall" option will be grey and you will not be able to uninstall it.
5. Restart the chromebook.

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"

Pop-ups



6. Add the domain address *.pearsonrealize.com

To create exceptions for an entire domain, insert [.] before the domain name. For example, [*.]google.com will match drive.google.com and calendar.google.com.*

Chromebook charging issue? Check to make sure the power source is secure at the black box where the two cords connect. There is a charging station in the media center that can be used from 7:00-8:00.

There are no available chargers for loan. 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, fill out the Help Request Form so we can assist in getting this resolved.

Lost a charger? There is a standard \$49.00 charge for a replacement charger ordered through our school vendor. The replacement charger may take up to 2 weeks to be delivered. There are charging

stations located in the media center and all teachers have one spare charger in their room for student use.

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 the appropriate Technical Assistance Form. You will be contacted with the next steps you will need to take to get this issue resolved.

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/1o6QWGnLeqtczUTZYUsFMDpicr2VNCIZT/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/11Gd5gZFH79mTaKADFOH33ahB3Wc969o/view>

Google Meet can't see or hear me! Please follow the steps in this video to update and resync your camera and microphone settings in Chrome.

https://drive.google.com/file/d/16tkYTOqmZ_uSNsbpnGudYbqN-xHZZRIM/view

I don't want to lose all of my work I have saved to my school Google Account! The easiest way to grab most of your content from your Carteret County Google Apps account is to create a personal Google account and use [Google Takeout](#) to transfer what you need to your personal 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 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 Technology Support Help Ticket on the CHS website located under the Quick Links tab and come to the media center to begin the process to have your chromebook sent out for repair and receive a loaner chromebook.