

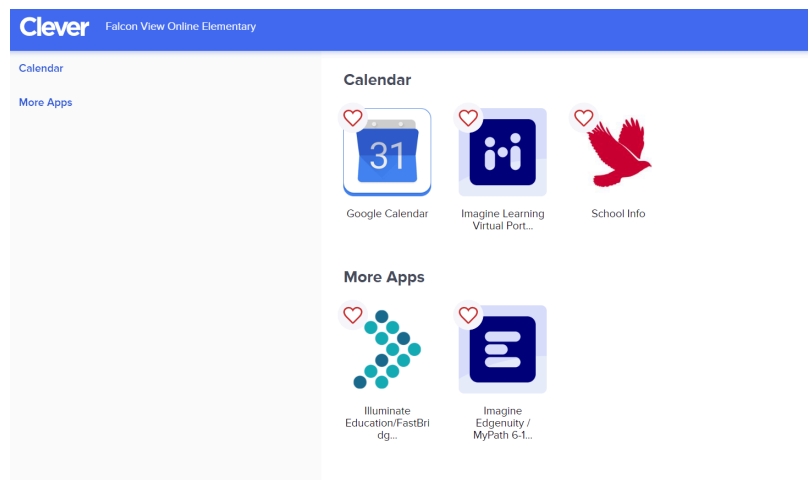
Falcon View Online Tech Troubleshooting FAQ

Logging In

- **Forgot your username or password?**
Have your parent/guardian email: fvotech@wkfalcons.org for assistance.
- **Problems logging into the Imagine Learning Virtual Portal?**
 1. Visit the [Clever Portal](#).
 2. Use the WK Falcons username and password provided in your email to log in.
 3. Bookmark the Clever link for easy future access!

Navigating to other Sites

- Always start at the [Clever Portal](#)
- Find the icon of the Site you are navigating to (See image below)
- Each students Clever Portal can vary depending on the sites/apps they have access to



Multiple Users on the Same Computer? [Tutorial Video Here](#)

To avoid issues with multiple users, we recommend creating a Google Profile for each student:

1. Open Chrome.
2. Click the Profile icon (top right corner).
3. Select "Add."
4. Choose a name, photo, and color scheme (optional but helpful for account distinction).
5. You can now switch between accounts individually.

Issues Finding Invites on Google Calendar?

[Click Here](#)

How to Download the Natural Reader Chrome Extension

The Natural Reader Chrome extension is a fantastic tool for students who prefer different voice options than those available in the embedded text-to-speech (TTS) program within ILVP. It's especially useful for all elective and CTE courses that may not offer TTS within the course materials.

1. **Open Google Chrome** on your computer.
2. Click on this link to access the extension page: [Natural Reader Chrome Extension](#).
3. On the extension page, click the blue **"Add to Chrome"** button.
4. A pop-up window will appear. Select **"Add Extension"** to confirm the installation.
5. Once installed, you'll see the Natural Reader icon in the top-right corner of Chrome, near the address bar.
6. Click on the icon to open Natural Reader and start using it to read text aloud on any webpage, adapting the voice settings to your preference.

Device Troubleshooting

- **General issues:**
 1. Restart your device (we recommend shutting down your computer each night).
 2. Clear cache and cookies in Chrome ([Instructions](#)).
 3. Disable all Chrome extensions ([Instructions](#)).

Imagine Learning Virtual Portal Troubleshooting

- **Audio/Video Issues?**

Check out this guide for resolving common audio and video problems: [Click Here](#).

Complete Assignments (Edit PDF's)

[iPad Instructions](#)

[Edit PDF Using Kami](#)

Updating Your Contact Information in JMC

If you need to update your contact information, please follow the steps below:

1. Click on this link: [JMC Parent Login](#).
2. Log in using your username and password. If you do not have this information, please contact Violet Wayne at vwayne@wkfalcons.org.
3. Once logged in, click on Contact Information.
4. Update your email addresses and phone numbers as needed, and click Save.

5. Please note, JMC updates do not occur immediately. Changes will generally take effect within one business day.

Google Meet Share Audio with Teacher

1. Click Present now.
2. You will see three options to present.
3. Click on the option that says Chrome Tab.
4. Select from which tab you want to share video with audio.
5. Select the box that says Share audio.

Taking Screenshots

Chromebook

- [Watch this video for 2 ways to take screenshots using your Chromebook](#)

PC/Laptop

- [Watch this video for multiple ways to take a screenshot on your PC/Laptop](#)

Macbook

- [Watch this video for multiple ways to take a screenshot on your Mac](#)