Tech Tips & Troubleshooting Guide

CAREER PATHWAYS

Learning Together
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Below are some common connectivity issues and solutions. We will update it frequently to ensure new solutions or changes that occur are constantly communicated with all staff.

***In this document, the term "devices" refers to both iPad and MacBook. Other items are referred to by the specific type of device, such as "Apple TV."*

Issue	Solution
No Internet Connection	**Confirm devices are connected to the correct network** ● All teacher and student devices should be connected to the GCSiPad network. This network is the only one that can support instruction and includes MacBooks and iPads. ○ **MacBook:** Click the Wi-Fi symbol in the upper right corner and the screen > confirm it is on GCS. ○ **iPad:** Go to Settings > look at Wi-Fi to ensure it is set to GCSiPad.
	Ensure devices stay connected to the correct network ● To ensure the GCS or GCSiPad network is connected each time you are on campus: ○ **MacBook:** Click the Wi-Fi symbol in the upper right corner and the screen > select Wi-Fi Settings. Tap on the 3 dots by GCS to ensure that GCS has a check by Auto-Join this Network. ○ **iPad:** Go to Settings and look for Wi-Fi. Beside GCSiPad > click the "i" and ensure the toggle is green beside Auto-Join. Click the "i" beside networks the iPad is trying to join > toggle OFF Auto-Join.

Slow speed or response time on wireless devices	**Verify device is not roaming/connected to the wrong Access Point (AP)** ● Devices often connect to the first Access Point (AP) they "see". For example, if you enter a building/school, it may connect to the closest AP because it has the strongest signal. ● As you move throughout the building, such as walking to your classroom or other locations, the device may not reconnect to the nearest/strongest AP in that location. ● To resolve: always turn the device Wi-Fi OFF and then back ON anytime you change locations to ensure it joins the AP with the strongest signal.
District Apps and Content not visible on your iPad	All iPads have standard apps installed. Additional apps that are needed can be found in the Self Service app. ● To access the apps: Self Service > All > Find the desired app > Install
Sleep mode interrupts device connection	● **MacBook:** System Preferences > Lock Screen > Choose desired time > Close System Preferences ● **iPad:** Settings > Display & Brightness > Auto-Lock > Adjust the time Note - If Auto-Lock is grayed out: Battery > Ensure the toggle is gray beside Low Power Mode > Complete the process above.

CLASSROOM App shows STUDENT iPads as Not Connecting or "Offline"	**Confirm devices are connected to the correct network** *Reference the solution previously posted in Connecting to the Correct Network.*
	Check STUDENT iPad: **Wi-Fi Network** ● **Both Teacher and Student iPad must be on the same network - GCSiPad** ○ Settings > Wi-Fi > GCSiPad **Bluetooth setting** ● **To check Bluetooth on the iPad:** ○ Settings > Bluetooth > On **Airplane Mode** **To check Airplane Mode on the iPad:** ○ Settings > Airplane Mode > Toggled Off (gray)

These solutions should be shared with students to develop their capacity to become tech experts and resolve in-class issues. You can post it on your teacher website, add it to your Canvas course, print it out, etc.