



Troubleshooting Common Tech Problems with Students and Families

When students are having tech issues, they will likely look to their teacher and/or parent(s)/guardian(s) for help. These instructions are intended to help you assist the student get back up and running on their device as quickly as possible.

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STEP 1: Make sure the Student is Using Google Chrome

Students must be using Google Chrome as their browser.



STEP 2: Check that the Student's Account is Syncing with Chrome

Students need to be syncing their Google Account with the Chrome browser.

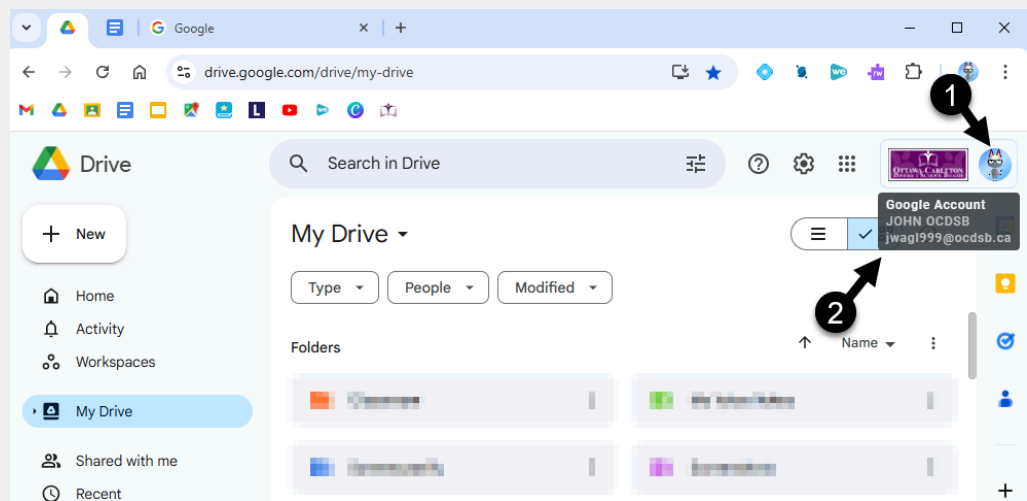
If students are not fully syncing their Google account on their device, they may have trouble opening and working on assignments. Here is how to sign in properly: [Signing into Google Chrome](#)

DEVICE	FIX
Chromebook	As long as the student has logged into the chromebook using their OCDSB email address and password, their account should be synced already.
iPad/Tablet	Students need to make sure they have each app related to the Google Tools (i.e. Google Drive, Google Meet, Google Classroom, Google Docs, Google Slides).



Laptop

These seem to be causing the most trouble. An easy way to check to make sure a student's Google account is synced is to look for their icon and hover your cursor over it (#1). Then check that the student's email address is displayed (#2):



STEP 3: Clear the Browser Cache

The more information that is saved in the cache, the slower your computer will be when browsing the web. Clearing the cache data will help increase the performance of your device and it is a good idea to clear it every couple of weeks:

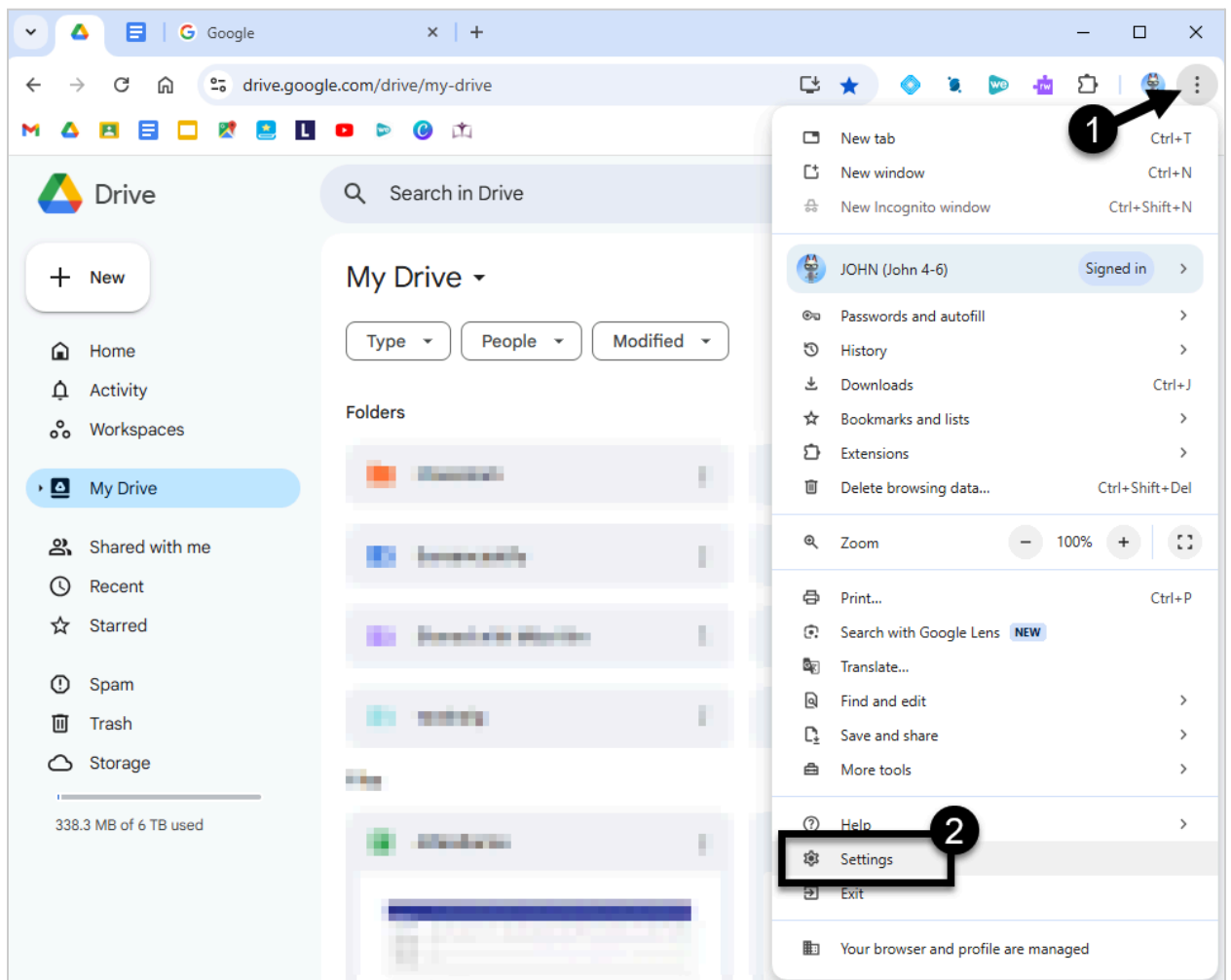
[How to Clear your Chrome Cache](#)



STEP 4: Reset the Browser

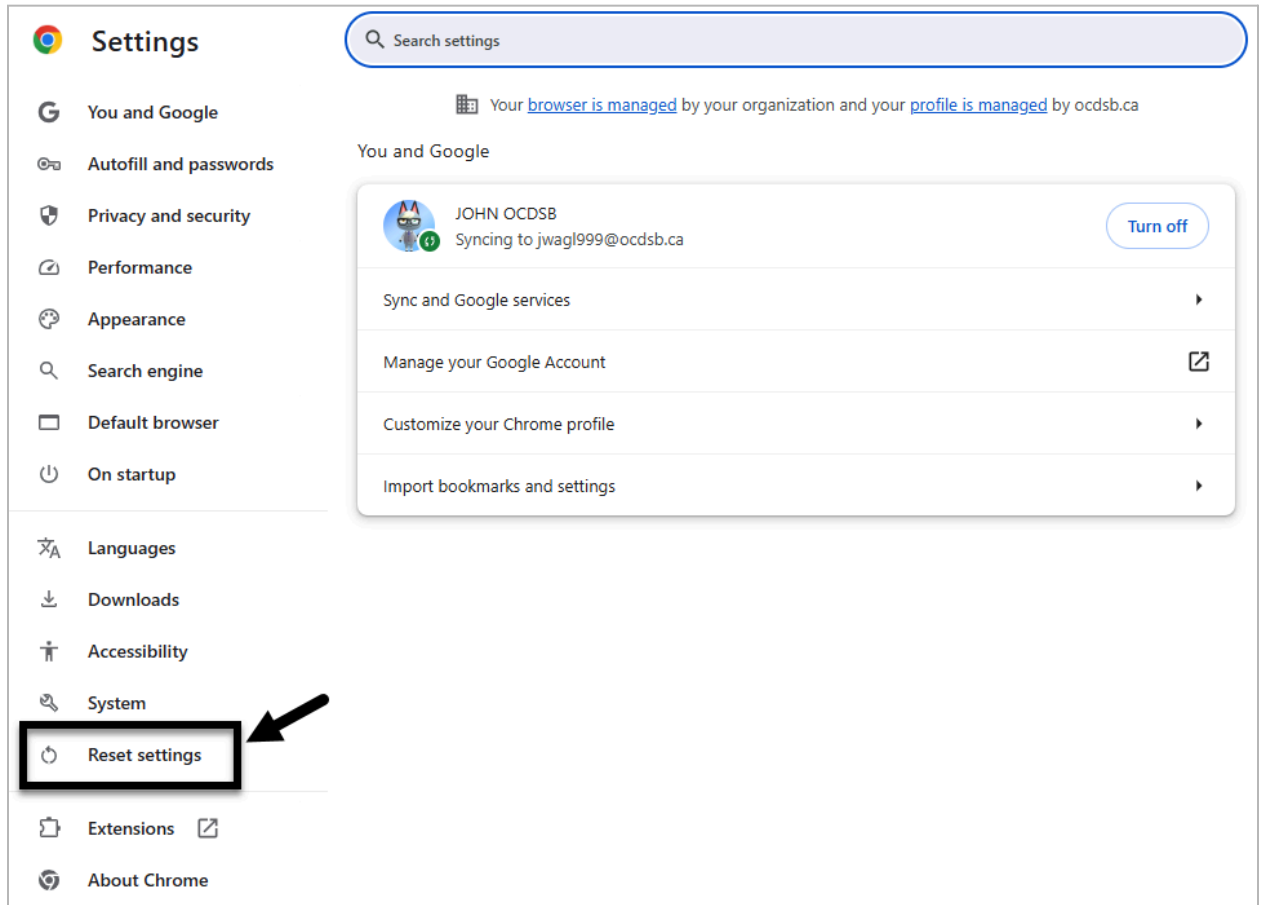
If clearing the cache did not solve the problem, you can try restoring your browser settings in Chrome. Saved bookmarks and passwords will not be cleared or changed.

1. On your computer, open **Chrome**.
2. At the top right, select the **three dots (#1)** and then click on **Settings (#2)**.



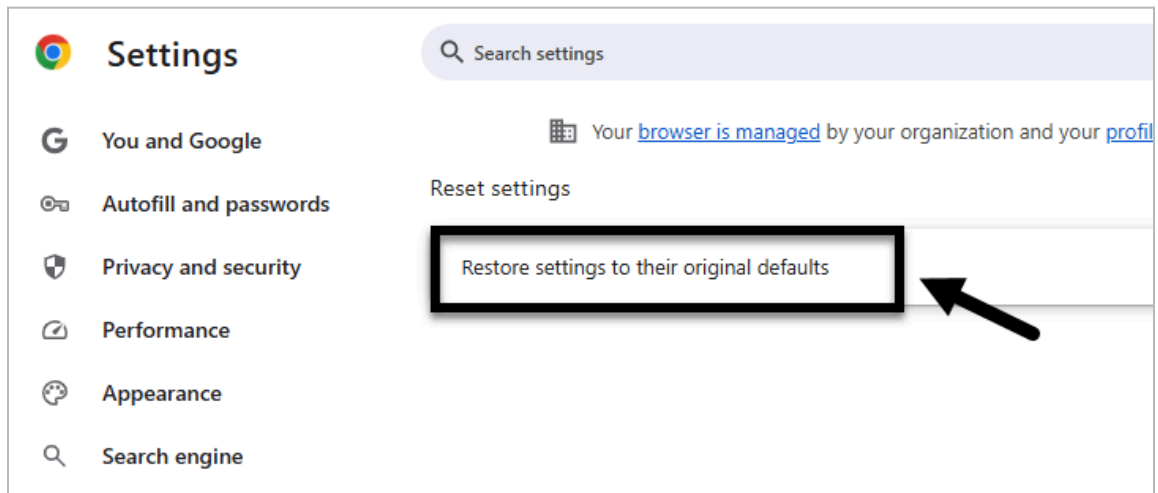


3. Select **Reset settings**:

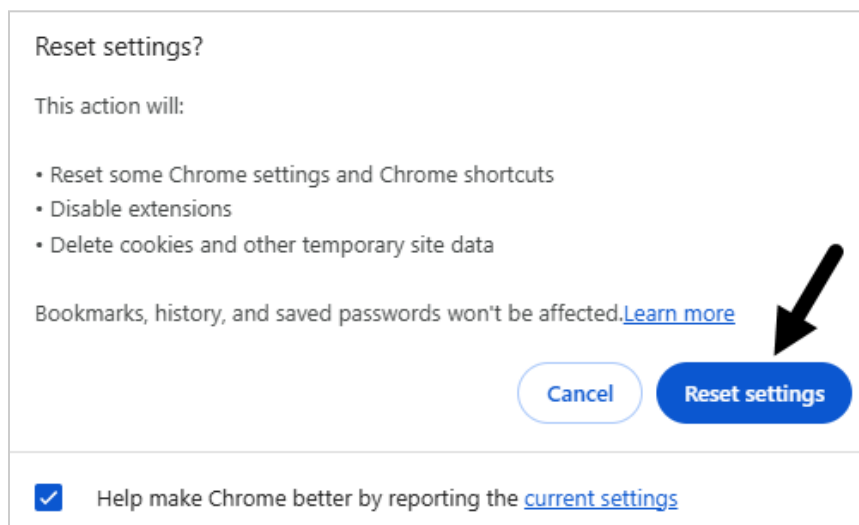




4. Scroll and under **Restore settings to their original defaults.**



5. Select **Reset Settings.**

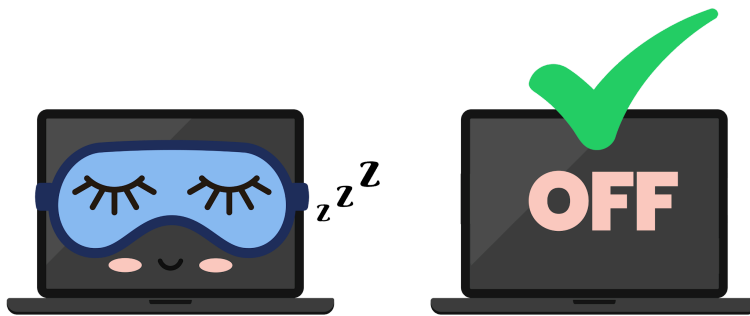
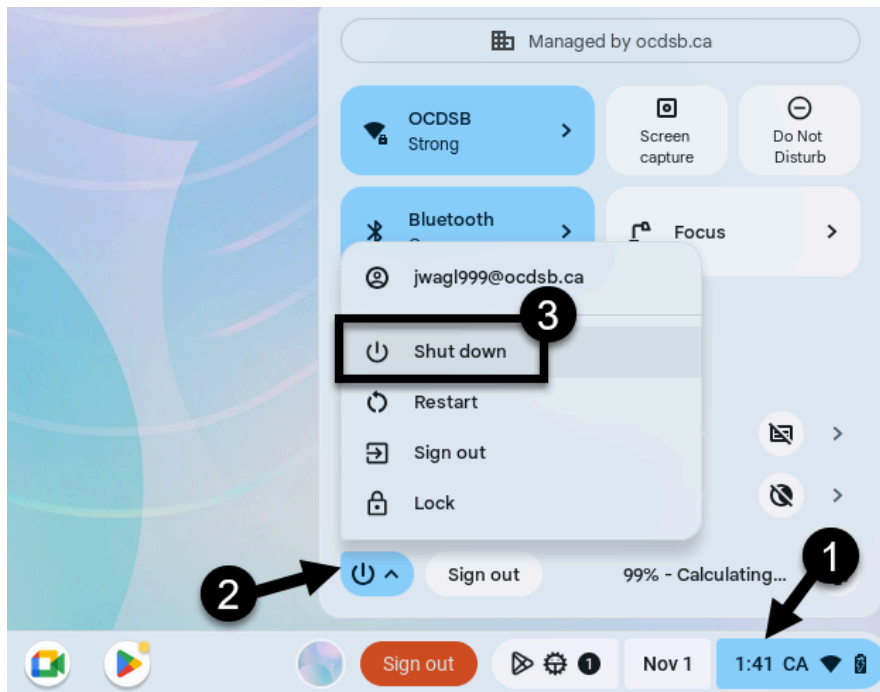




STEP 5: Do a Full Shut Down

It's good practice to shut your computer down at the end of each day. To do this on a Chromebook:

1. Click the **time** (#1) in the bottom right corner.
2. Then select the power icon (#2) and click **Shut down** (#3).



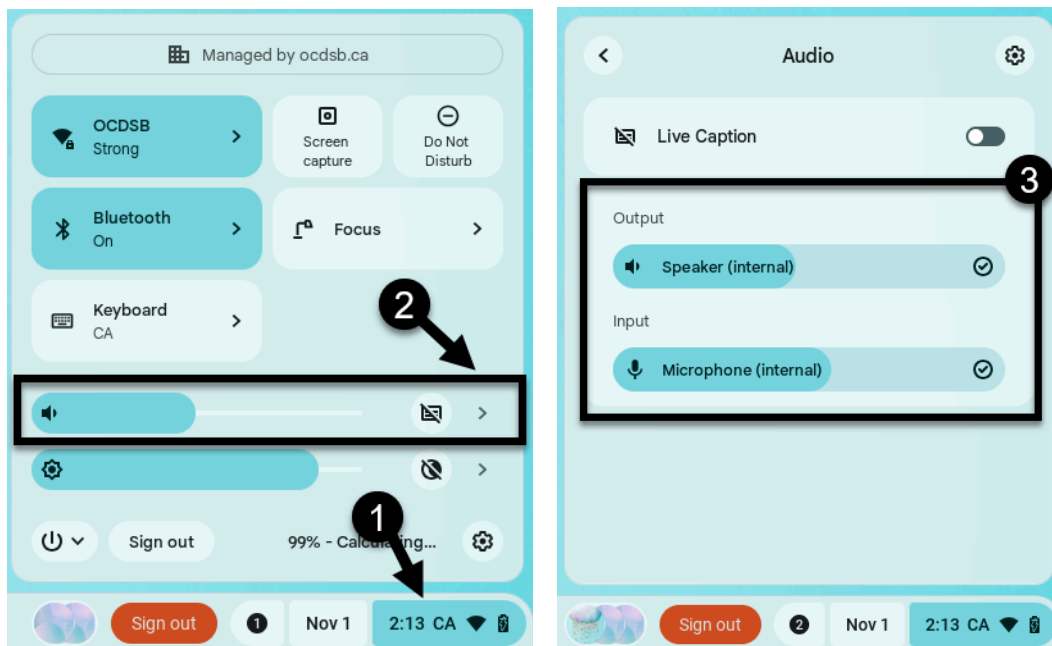


Troubleshooting Audio Issues

Check the Sound Settings

Check the audio settings on the device. To check them on a Chromebook:

1. Click the time at the bottom right corner of the screen (#1).
2. Click on the arrow button to the right of the volume (#2).
3. Check to make sure the output and input are the same source (e.g. internal) (#3).



Need More Help?

If parents/students are still having trouble. You can direct them to reach out to their teacher who can then reach out to our Client Service Centre.