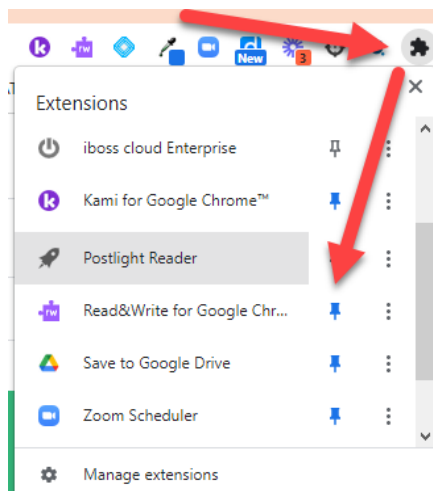


# Problem Solving Read&Write Toolbar

## Update - Having trouble finding the Read&Write extension?

As of February 2023, Read&Write is no longer automatically installed to student Chrome extensions. Students and teachers must install it from the Chrome Web Store.

- Use search term “read and write” to find it quickly or use this direct link: [bit.ly/installrw](https://bit.ly/installrw) ([how to install](#))
- After installing, pin R&W in the extensions bar so that it will appear along with the other icons.



## FAQ:

- [Is the extension installed?](#)
- [Is the extension disabled?](#)
- [Is the student in a tab that is compatible with the toolbar?](#)
- [Is the student's 504 or IEP new?](#)
- [Is the student using a personal device instead of an MCPS Chromebook?](#)
- [Is the student logged into the Chrome Browser and not just logged into each MCPS tool?](#)

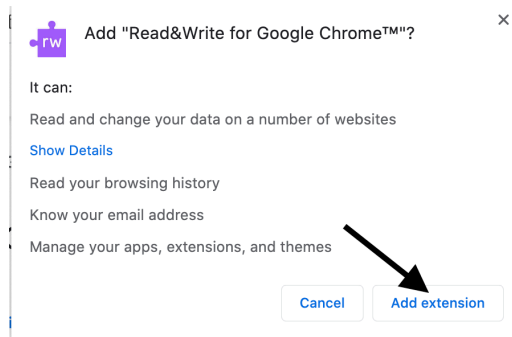
## Install the extension:

- Use the search term “texthelp” in the Chrome Webstore to find the extension. Searching for “read and write” does not work.

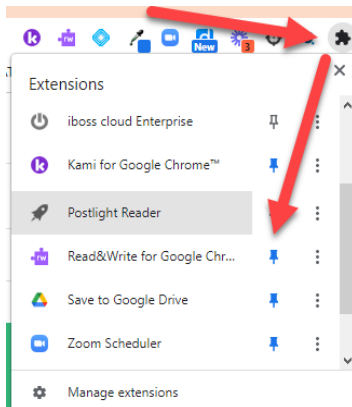
- Or, use this [Direct Link to Read&Write in the Chrome Webstore](#). If the extension has not been installed, it will say “Add to Chrome”. Click the “Add to Chrome” button.



- Click “Add Extension”.



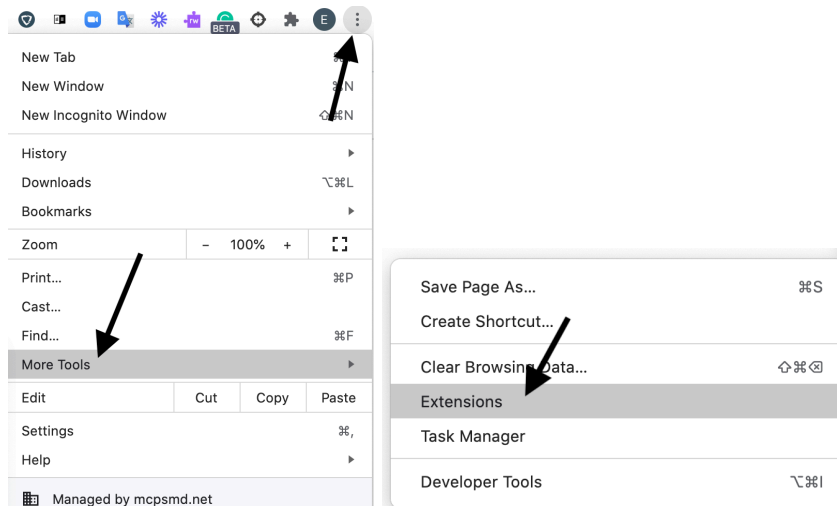
- Open a blank Google Doc to activate the toolbar. Click on the puzzle piece in the upper right corner. The toolbar will appear at the top of the window.
- After installing, be sure to pin the extension



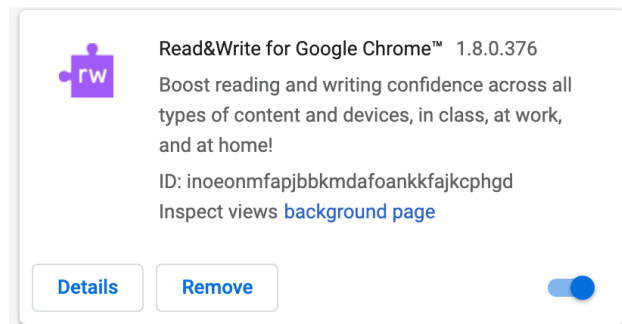
## Extension disabled:

Check to make sure the extension is not disabled.


- Click on the ellipsis in the upper left-hand corner. Then click on “More Tools”, then “Extensions”.



- A new window will appear, locate the Read&Write extension box and make sure the button is blue and is in the “on” position.



**Note:** Overflow extensions that are not pinned, will appear in a drop down menu.

Click on the gray puzzle piece  in the upper right corner. Make sure the Read&Write toolbar is pinned to the extensions menu. The pushpin will be blue.



## Compatible programs with the toolbar:

The Read&Write toolbar is supported on the web and common file types accessed through Google Drive, including Google Docs, Google Slides, Web Pages, PDFs and ePubs. [Learn more about locating the toolbar on each program type.](#)

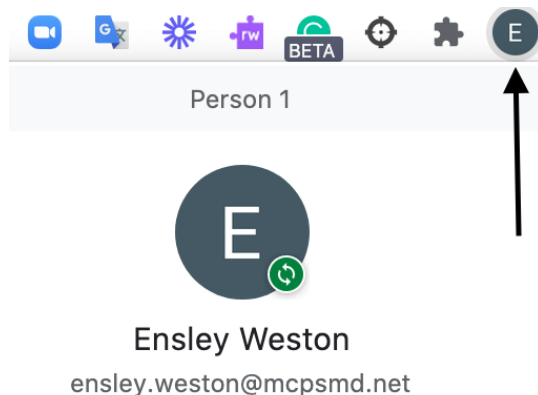
## New IEP or 504:

If the student has a new IEP or 504, make sure the documentation is “locked”. Please allow 24 hours after the documentation is completed for the MCPS student licenses to update. Then follow the steps for Read&Write [toolbar installation](#).

## MCPS chromebook and student login:

Double check to see if the student is using a personal device or MCPS chromebook. If, using a personal device, make sure the student is logged into his MCPS chrome account and not logged into school programs individually.

- Check the upper right hand corner of the Chrome browser to make sure you are logged in correctly. When you click on your initial or picture, a box will appear to show you the name of the Chrome account you are using.



**Note:** After you troubleshoot, if the toolbar does not appear. Please contact [HIAT@mcpsmd.org](mailto:HIAT@mcpsmd.org) for additional support.