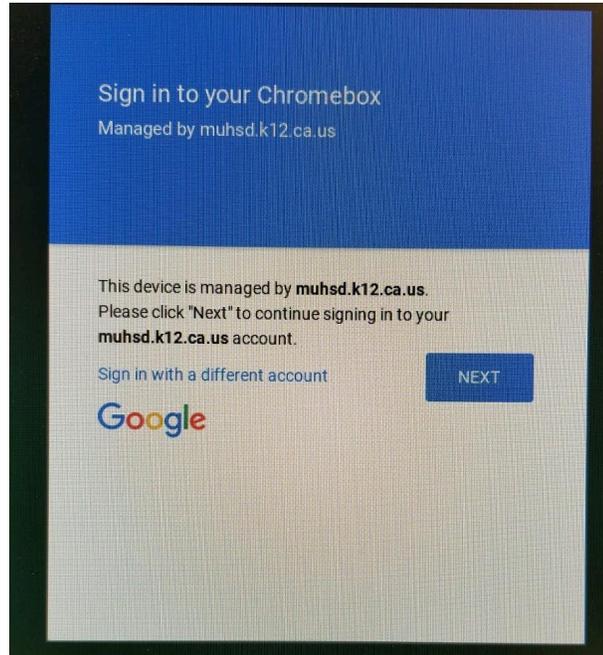## Basic Troubleshooting Guide
Try and troubleshoot **BEFORE** contacting your teacher/library.

Signing into your Chromebook

● At start-up, **ALWAYS** select the **blue hyperlink** "Sign in with different account"; not the next button (you will do this EVERY time you sign onto your computer)
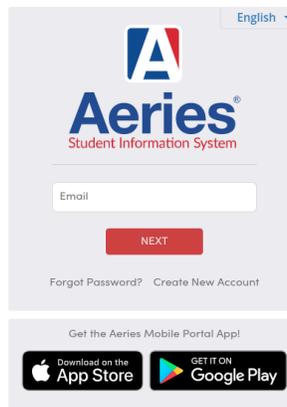

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● Forgot password? Email Mrs. Pedrozo to reset it.

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Logging into Aeries:

● Go to the MUHSD Aeries webpage. Go to https://muhsd.asp.aeries.net/student. Find the Aeries button in the top right corner, hover over it, then select students/parents. Make sure this screen pops up with "Merced Union High School District" at the top.

● Log on with your school email and password. If you don't remember your password, click "Forgot Password" on the login page for MUHSD Aeries and enter your SCHOOL email in step 1.

- After you put in the email, it will tell you to check your email. You are looking for an email from abiadmin. In the middle of the email, it will say CLICK HERE. Click there! It will take you to Aeries to create a new password. Then log in!

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Finding Your Google Classrooms:

Many teachers attach their Google Classrooms in Aeries. You will find these in the profile where your schedule is under the "Website" column. It will also give you the access codes just in case the link doesn't work. If the link doesn't work, you can add them manually by going to Google Classroom, sign in with your school email address, and click on the plus button in the top right corner and enter the access code.

d	Missing Assignment	Past 5 Days W T. F. M T.	Website	Meeting	Last Updated
	0		Visit Website / Access Code:		Aug 13
			Visit Website / Access Code:	... Join	
	0		Visit Website	... Join	Jan 01
			Visit Website	... Join	
			Visit Website / Access Code:	... Join	
	0		Visit Website / Access Code:		Jan 01
			Visit Website / Access Code:	... Join	
	0		Visit Website / Access Code:	... Join	Aug 17
			Visit Website / Access Code:	... Join	

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Finding your Zoom Meetings for your Classroom

- First step is to go to zoom.us and click on sign in. On the next page, you will click on "Sign up with Google" and select your school email account. **Leave this tab open!!!!**
- Next, IN A NEW TAB, go into your Aeries profile and find the Meeting column (see graphic above). Most teachers have linked their zoom meetings here. If the link doesn't work, click on

the 3 dots next to it to see if there is a Meeting ID and Password. If there is, then enter that back in Zoom under "Join a Meeting."
- If you cannot access your zoom meeting after following the above directions, then email your teacher for the Meeting ID and Password or check their Google Classroom.

Here is a video showing you how to do this: https://youtu.be/0IdJJFWU51A.

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MiFi Issues

- If your mifi is not connecting or is giving poor connection, it probably needs to be reboot.
- Take the back off of the MiFi and pop out the battery, after 30 seconds re-insert the battery.
- Turn the MiFi back on and wait 15-20 minutes to see if it connects.
- Still not connecting, try the rebooting process up to 5 times. Make sure you are giving it enough time to connect! If it still doesn't connect, bring it to the front office to exchange for a new one.

Here is a video to show you how to reboot your MiFi: https://youtu.be/drAb2TMGOKQ

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Still having problems?

If you have tried some of these troubleshooting instructions and they don't work or you are having issues with your computer being slow, etc., try powerwashing your device and starting over.

Here are instructions on how to do that: Powerwash from Home

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If you are still having issues, contact Mrs. Pedrozo (hpedrozo@muhsd.org) or Mr. Walker (bwalker@muhsd.org) for assistance.