

Basic Troubleshooting

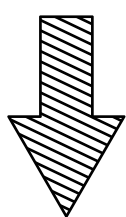
4 Key Steps to the Troubleshooting Process



1

PLANNING AHEAD

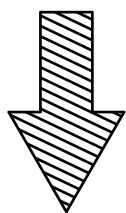
- Keep the troubleshooting information and schools' backup plans centrally located for everybody to access them.
- Create 'How-to' guides and tutorials on troubleshooting for students and families.
- Use only software and applications that are genuinely relevant to learning experiences.
- Use mobile-friendly web platforms and mobile applications.



2

IDENTIFYING THE PROBLEM

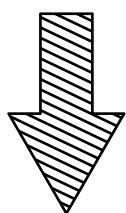
- Be aware of the most common technical issues that can happen.
- Inform students and parents of how to identify the common technical issues when they occur.
- Create strategies to identify the scope of the problem. For example, if a website cannot be accessed, can another site be accessed or an email be used? If yes, the problem is not a loss of internet connectivity.



3

IDENTIFYING POTENTIAL SOLUTIONS

- Have a flowchart with a step-by-step description of the solutions.
- Instruct students how to use the flowchart.
- Explain to students how to conduct each potential solution before any technical problem happens.



4

RESOLVING THE PROBLEM OR SEEKING ASSISTANCE

- Instruct students beforehand about the troubleshooting process.
- Define which is the best way for students to seek assistance for technology issues.
- Find an alternative and equivalent instructional tool when facing technology issues.

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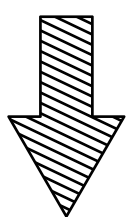
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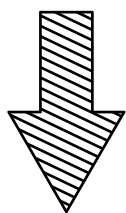
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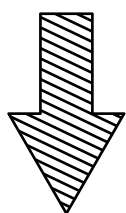
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