

# Basic Troubleshooting

## Identifying Potential Solutions

Finding a **potential solution** usually involves eight basic steps, but not all of them apply to every situation. Start with Step 1 and proceed to Step 8. In some cases, you may need to **skip** to another step until you are able to **diagnose** your concern.



### TROUBLESHOOTING CHECKLIST



1

#### *Refresh the webpage*

Click the refresh button if the webpage is not working but click it just one time and wait to see what happens. Do not click other buttons at the same time - it can make things stall.

2

#### *Try a different Internet browser*

When a webpage or platform is not working on your preferred browser, try navigating to another browser (e.g., Chrome, Microsoft Edge, Firefox, and Safari).

3

#### *Close and reopen the specific application or webpage*

If the problem occurs with a specific application or webpage, close and reopen it. Also, close any unnecessary tabs and windows that are opened.

4

#### *Log out, then log in again*

Log out of the website or application, then log in again. Before, make sure to have the password or know how to reset/recover it.

5

#### *Turn off the Wi-Fi, then turn it on*

Check the Wi-Fi signal. Close all unnecessary tabs and applications. Make sure to be in a location where the Wi-Fi signal is strong enough. Consider asking others who use the same Wi-Fi to avoid high-consuming Internet activities. If nothing works, turn off the Wi-Fi, then turn it on.

6

#### *Restart the device*

Click the restart button. If the device is completely frozen, complete a hard reboot by pressing and holding the power button for a few seconds. Next, allow it to rest for at least 30 seconds. Then, push the power button to turn it on.

7

#### *Perform updates of the software*

Check for and perform updates of the software being used. In some cases, after updating, it is required to restart the device. If permission to update is not given, contact the school's technical support staff.

8

#### *Clear cookies and cache, authorize pop-ups, check browser extensions, and enable cookies*

Teachers and students might not have permission to do all these actions, but they can seek assistance from the school's technical support staff.