

Distance Learning Troubleshooting and Tech Support Guide

During distance learning, it is helpful to remember that problems are likely to arise with the tools and resources we have available. We appreciate your patience and understanding as we work to resolve them as quickly as possible.

When issues arise...

1. Many issues related to the functionality of your device and programs can be resolved by restarting the device. This should be done on a daily basis to keep up with updates that are pushed out by the district and operating system.
2. The teacher will be your first point of contact when you are experiencing issues with your device or programs. Please reach out to them through email or Seesaw messaging. It is helpful if you can give specific details about the problem you are facing when you send the message.
3. Depending on the nature of your problems, you will be directed to one of the following resolutions:
 - a. The teacher will provide the necessary tech support.
 - b. You will be referred to district IT for advanced tech support.
 - c. You will be asked to exchange the device for a loaner while your device is repaired.

Troubleshooting Resource Library

- By following the link above, you will be brought to a collection of troubleshooting videos and documents that have been developed based on consistent problems that get reported.
- Please reference this library to see if the issue you are experiencing has an at-home fix.



To view this document with working links, please scan the QR code above.

Or visit: <https://bit.ly/2UEWZYJ>