

Technology Trouble Shooting Using School Resources

Issues with signing in

Student receives error when signing into Canvas **invalid username or password**—Mrs. Blackstock does not have access to the student password. If a student forgot the password, Mrs. Blackstock can reset to a new password. If student error is “locked out” she can unlock the account. [Email Mrs. Blackstock](#)

Student can log in to Canvas and other resources but not Infinite Campus- student’s IC account is disabled. Ms. Sherman can enable. Email [Ms. Sherman](#) the student name and id number.

Issues with videos playing- You may need to enable Flash Player. [Click for directions to enable flash player.](#)

Clever signing in issues:

If the page does not go to the sign in page “It just spins” could be several issues

- [Clearing search history using Chrome](#)
- After clearing history check for updates for Chrome – will allow student to log in to Canvas, IC but not Clever

How to update Chromebooks

1. How to **update Chromebooks**.
2. Click the bottom right corner of the **Chrome OS** desktop.
3. Select the Settings icon.
4. Click About Chrome.
5. Click Check for **updates**.
6. To apply the **update**, click the arrow icon and select Restart to **Update**.
 - [Clearing for Safari](#)
 - [Clearing history for Firefox](#)
 - [Clearing history for Edge](#)

Canvas for Parents

[Parent sharing code and sign up instructions video](#)

[Math textbook video](#): Remember the username is the [studentid@paulding.k12.ga.us](#)

Onedrive username is also [studentid@paulding.k12.ga.us](#) If students have issues with only Onedrive the Chromebook needs updating- see above

[Plato \(where to find notes sheets, how to log in, find assignments, etc.\)](#)