Fall 2020 CLPS Technology Help: Websites & Troubleshooting

Hello Center Line Public School Families,

As we start down this new journey together of being a One-Chromebook-per-Student district (1-to-1), we want to bring your attention to resources to help you with operation and support of your student’s online classrooms, web-based curriculum, and Chromebook hardware.

In this Bulletin:

• The Student and Parent Support Hubs on clps.org
• Finding the Student and Parent pages on clps.org Websites
• Troubleshooting the Most Common Issues

The Student and Parent Support Hubs on clps.org

We have two main “hubs” for Students and Parents on district websites:

Student Web Applications: www.clps.org/apps/pages/studenttools

This “Student hub” is a one-stop shop to get students up and running on the various online classroom and software sites, such as Schoology, Google Classroom, GMail, Google Drive, and more! Links to Student Web Applications can be found on the “Students” tab on all 7 of our district school web pages, or under Resources tab on the district home page (examples are on the next page).

Technology Assistance for Parents: www.clps.org/apps/pages/techhelp

While the Student hub should be the first stop for students and parents alike, this “Parent hub” contains information on troubleshooting the most common issues with district web logins and Chromebooks. We will be adding Frequently Asked Questions and more resources over time.

Please bookmark these two websites.

After navigating to the website you want to bookmark, hitting Ctrl+D in most web browsers, such as Chrome, Edge, or Firefox, will create a bookmark.
Finding the Student and Parent pages on clps.org

From most school building websites, **Student Web Applications** is available both on the Students and Parents tabs. By default, CLPS-issued Chromebooks should boot to a CLPS school website home page.

In the top menu bar of our five traditional K-12 buildings, look for the **Students** and **Parents** menus in the top menu bar.

On the District website (**www.clps.org**), Student and Parent hubs can be accessed from the “**Resources**” menu.

Once on **Student Web Applications**, you will find custom links to CLPS Schoology (**centerline.schoology.com**) and Google Classroom, the two most common online classrooms in use within Center Line Public Schools.

Links to the **Tech Help for Parents** page can be accessed from the right sidebar or the Resources menu.
Troubleshooting the Most Common Issues

The most common issues reported thus far in our first two weeks of this 1-to-1 journey are:

1. Getting connected to the Internet
2. Getting signed in by using the correct usernames and passwords
3. Using the correct links for online classrooms and curriculum
4. Poor performance/speed and issues/stability with Google applications (Meet, Drive, ...)

Video Tutorials: Prefer to learn by watching, rather than reading? Check out the following two videos:

Our own Matt Provost, Principal of Crothers Elementary, put together this helpful video to guide you through the use of your Chromebook and help with getting signed into various Google resources (Chromebook, Google Classroom, Google Meet, ...). Click the picture of the guide on the left to launch or watch directly on YouTube: https://youtu.be/esKJGhK0FRw

Our own Andrea Szabo, Principal of Center Line High School, put together this helpful video to guide you through the use of the Schoology Learning Management System (LMS), which is the primary online classroom in use at Center Line High School. Click the picture of the guide on the left to launch or watch directly on YouTube: https://youtu.be/YkaGYcwQsVc

(1) Getting Connected to the Internet

In order to access online instruction, you have to be on a computer that is connected to the Internet.

- If you are using a CLPS provided Chromebook, please see the following instructions that detail How to connect a Chromebook to WiFi: www.google.com/chromebook/howto/connect-to-wifi/
- If you are using your own computing device, make sure you are connected to the Internet on a device with a modern web browser (Google Chrome, Microsoft Edge, Apple Safari, ...)

(2) Using the Correct Username and Password

To login to any student systems that use Google for authentication (CLPS Chromebooks, Google Classroom, Schoology, etc), you must use the full google account: StudentID##@go2clps.org when signing on. On district-provided Chromebooks (and some of the custom links on the centralized Student Web Applications hub website) the @go2clps.org is pre-populated for you so that only the Student ID has to be typed. That said, if you don’t see @go2clps.org on the username field for a Google sign-in, then you will need to type the full Google/Gmail address into the username field in order to sign on.

If you get stuck and cannot get logged in, reach out to your student’s classroom teacher or building first. They can help verify if the account is working and get it reset if needed.
(3) Using the Correct Links for Online Classrooms and Instruction

We have made the Student Web Applications page a one-stop shop to reach all the online tools we provide. Many of our district platforms have custom web links (URLs). Whenever available, you should use the links we provide, not the generic vendor websites for each product. For example, searching the web for Schoology, finding it, and then trying to login at www.schoology.com will not get you our customized district instance of Schoology. Using the custom link to Schoology on Student Web Applications (and school home pages), which is centerline.schoology.com, will get you where you need to be. Save the web searching and use our websites to find the correct links to your student’s content.

(4) Troubleshooting Performance Issues

If you have audio or video issues in Google Meet, or slow or non-responsive performance in Google Drive and Docs, Sheets, or Slides, there are some basic things you can try to improve performance.

Here are the most common performance issues, and several things to try to fix issues:

- **Performance Issue 1 – Slow Wireless or Poor Wireless Connection.** In many cases, you can improve performance by moving closer to the wireless router in the home. If a student sits too far away from the wireless hub in the home, the Chromebook might not be maintaining a good connection.

Once closer to the wireless router, run a speed test from Google Search: https://www.google.com/search?q=speed+test to see if the Chromebook is receiving at least a 10Mbps download; faster is better for maintaining a good connection to Google services. If the connection is under 5Mbps, there may be issues with the network in the home.

**Pictured:** Speed Test on WOW! Basic Internet (lowest speed tier is 100mbps). Xfinity’s new lowest tier is also 100mbps. Internet Essentials is 32mbps. Tip: If you have Internet Essentials and are only receiving 16mbps (the previous high speed), or have WOW! or Xfinity and are still capped at lower speeds (such as 32mbps or 16mbps, the previous low speeds), then reach out to your Internet Service Provider (ISP) to make sure you are getting the current speeds or the correct speeds for which you are paying.

- Internet Essentials = 32mbps - $10 month
- WOW! Basic = 100mbps – Currently $35/month + $10 if you need Wi-Fi
- Xfinity Basic = 100mbps (they do have a legacy 15mbps tier; make sure to verify your plan)
• **Performance Issue 2 – Outdated Chrome OS or Chrome Web Browser.** If the browser is not up to date, applications can occasionally behave erratically. Make sure the Chromebook is updated.

Note: Chromebooks auto-update, but sometimes need a gentle kick or a reboot to finish an update.

The current version of Chrome as of this bulletin is 85.

1. Turn on your Chromebook.
2. Connect your Chromebook to Wi-Fi.
3. At the bottom right, select the time.
4. Select Settings 🛠.
5. At the bottom of the left panel, select About Chrome OS.
6. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
7. Select Check for updates.
8. If your Chromebook finds a software update, it will start to download automatically, once complete restart the Chromebook (note: restarting in general is always worth a try to fix erratic applications or performance).

• **Performance Issue 3 – Cached Web Pages.** Google Chrome stores copies of previously loaded web pages to increase performance, however sometimes pages need to be reloaded or the entire browser needs to be reset in order to fix caching issues. Hitting F5 on any webpage will reload the page. If a simple page reload does not work, try refreshing Chrome, by deleting History/Cache:

  - On your computer, open Chrome.
  - At the top right, click More.
  - Click More tools > Clear browsing data.
  - Choose a time range, “All time” will clear everything (recommended for persistent issues)
  - Select the types of information you want to remove (check everything, and scroll down to see all checkboxes).
  - Click Clear data.

• **Performance Issue 4 – Missing or Too Many Browser Plug-ins (Web Extensions)**

CLPS keeps a curated (“education approved”) collection of hundreds of Chrome Web Extensions, which can be installed from here: [https://chrome.google.com/webstore/category/for_your_domain](https://chrome.google.com/webstore/category/for_your_domain)

If after installing extensions, you do not see the extension, hit the puzzle piece icon in the upper right to view all installed plug-ins. If you want to always see it in the toolbar, hit the “Pin” icon.

If after installing an extension performance seems to drop, or weird behavior such as dropped video or audio, or excessive delay/lag occurs, then too many extensions may be installed. It is a good idea to be conservative with the amount of extensions.

Extensions can be toggled off with “Manage Extensions” or you can try Incognito Mode. Incognito mode runs without all the browser plug-ins. For example, if Google Meet and Google Drive work fine in Incognito mode, then the issue may be due to having too many extensions, or a faulty extension, installed.

1. On your computer, open Chrome.
2. At the top right, click More > New Incognito Window.
3. A new window appears. In the top corner, check for the Incognito icon 🚀.
• **Performance Issue 5 – Google Drive Issues (includes Docs, Sheets, Slides, and Forms)**

If the fixes for issues 1-4 do not correct performance issues with Google Drive and the Google office suite – *in particular, updating, reloading, refreshing, and/or trying incognito mode* – then here are couple additional things to try for common Google Drive issues.

**Make a new Copy of the Document** in case the original was provided in "View-only" mode.

1. On your computer, open a Google [Docs](#), [Sheets](#), [Slides](#), or [Forms](#) home screen.
2. Open the file you want to make a copy of.
3. In the menu, click **File > Make a copy**.
4. Type a name and choose where to save it.
   - If you want to copy comments from a document, spreadsheet, or presentation, click **Copy comments and suggestions**. You can choose to include resolved comments and suggestions in your new copy.
5. Click **Ok**.

For slow or unreliable Internet connections, see if [Google Docs Offline](#) can help. The Docs Offline extension allows you to edit, create, and view your documents, spreadsheets, and presentations — all *without* Internet access. So, if you have no network connection or a slow Internet connection, Google Docs Offline will allow you to access Google Docs, Sheets, Slides, and Drive without connecting to the Internet. Once connected back to the Internet, all changes made in the offline environment will sync back with the Google cloud. Once the extension is installed, simply enable offline access via the settings menu in Google Drive. Alternatively, follow the steps here: [https://support.google.com/drive/answer/2375012](https://support.google.com/drive/answer/2375012)

The Google Docs Offline extension is available here: [https://chrome.google.com/webstore/detail/google-docs-offline/ghbmnjooekpmecnnmnilnnbdlohhki](https://chrome.google.com/webstore/detail/google-docs-offline/ghbmnjooekpmecnnmnilnnbdlohhki)

• **Performance Issue 6 – Issue with Google Services**

Occasionally, Google has service issues which may impact performance. You can **Check Google Services** to see if they are having issues. To see the status on Google's servers, navigate here: [https://www.google.com/appsstatus#hl=en&v=status](https://www.google.com/appsstatus#hl=en&v=status)

We hope these tips help with some of the randomly reported issues some families have experienced early on. We hope to have more useful troubleshooting tips and tricks coming soon. Please continue to watch the [Student Web Applications](#) and [Technology Assistance for Parents](#) pages for additional support content throughout the school year.