Hello 1st Grade Families,

If you have trouble accessing online lessons and information here are two solutions, shared by our Tech Guru, Mr. Sadler:

First, try to clear your cache. There is a Clear Cache tile on your student’s Classlink page.

Second, consider one of these options for each person using the computer:

Parents with multiple students sometimes run into the issue of not being able to log out one student in order to log in the next. When logging in the second student it keeps logging in the first student. Here are some solutions.

1. The easiest way to avoid this occurring is to use the Incognito Window feature in Chrome. If you open an incognito window, it will create a separate, private browsing session that is not connected to your regular Chrome window, so it won’t be already logged in as a different student.
2. Another option is to use a different browser for each student (e.g. Firefox and Chrome), but because many of our apps have only been tested in Chrome, the incognito window is probably a better option.
3. A third option is to create separate user accounts in Windows on your computer. If you do that, each student has his own session under his own individual user account.

Third, please email me at [einarsons@leonschools.net](mailto:einarsons@leonschools.net) if you’re still having issues. Together we will make this distance learning situation work!

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