

Parent Troubleshooting

Please follow these instructions before contacting your teacher for assistance

First think you should do when troubleshooting – restart your computer or device.

Then clear the browser's cache.

CLEAR BROWSER'S CACHE:

Visit this site or follow directions below:

<https://www.refreshyourcache.com/en/home/>

You can also set your browser to clear cache when closing which should assist with recurring issues:

1. **Directions for doing this in Chrome**
2. Open the Chrome browser
3. Open the Chrome Toolbar (3 lines to the right of the URL window) and then select **Settings**
4. Select **Show advanced settings...**
5. Click the **Content Settings** button located under the Privacy section
6. Under first section labeled Cookies, select **Keep local data only until you quit your browser**

Teachers and Technical Staff need the following information to assist you:

- Name
- Student Name/Student ID#
- Email to contact you
- What device are you using
- What error message did you receive? Screenshots are VERY HELPFUL

Email this information to your teacher or to thompsonp2@leonschools.net

Some Helpful Videos to review:

1. Troubleshooting ClassLink:
 - a. Conventions for signing in
 - b. Installing the chrome extension on desktop/laptop
 - c. Using Incognito Window or separate user accounts
 - d. Installing the app on iOS/Android
 - e. Installing additional apps like i-Ready that are necessary on the iPad

https://www.youtube.com/watch?v=o0AB7zyd6Ls&list=PLhrrLVxyXD3sEzP_aJ_aicqSftT95GeGF

2. LCS Academic Services: Learn at Home:
 - a. <https://www.leonschools.net/Page/41465>
3. Accessing TEAMS from Home:
 - a. <https://youtu.be/tUw4IY6bzFg>
4. Using Microsoft TEAMS:
 - a. <https://youtu.be/XCE5suGa6uw>
5. Scanning and Submitting Work using TEAMS and OneDrive:
 - a. <https://youtu.be/PshKWU986TQ>

Now let's see what the problem is:

Can you Log into ClassLink?

If No:

- A. Verify correct login screen - Verify you are logging into the **Leon County Schools LCS ClassLink** login page and not the generic login site –

- o <https://launchpad.classlink.com/leonschools>



- o not
- o
- o When users log in from home they MUST use their **entire LCS email address**.
 - Students username = STUDENTID#@EDU.LEONSCHOOLS.NET
 - Students password = K-1 are lunch pins, 2-5 are what they use class

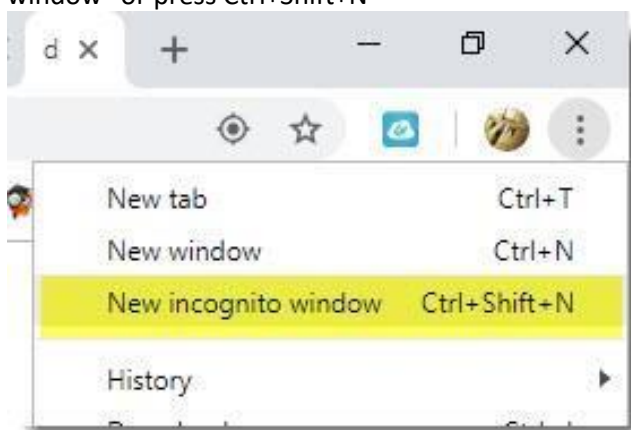
- B. Verify your student has the correct password - If your student doesn't remember their password – please contact your teacher or me at thompsonp2@leonschools.net

Still can't log in?

Do you have multiple users on one device?

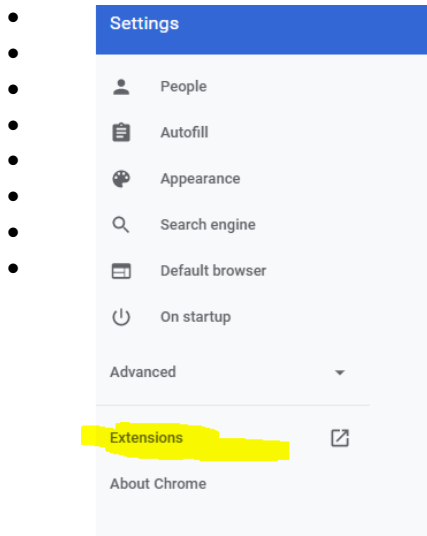
When siblings at home share a computer that others use also, they can cause the login on the local machine to get confused due to the cookies holding onto the logins of the previous person logged in to the system. There are multiple ways to resolve this issue depending on where the problem is primarily occurring:

- Option 1 – Open the browsers in private or incognito mode
 - From Chrome: Click on the Three vertical dots in the upper right of the screen and select “New incognito window” or press Ctrl+Shift+N

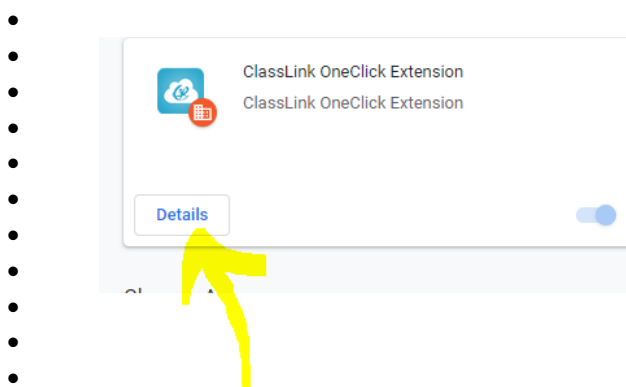


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- Navigate to the login screen: <https://launchpad.classlink.com/leonschools>

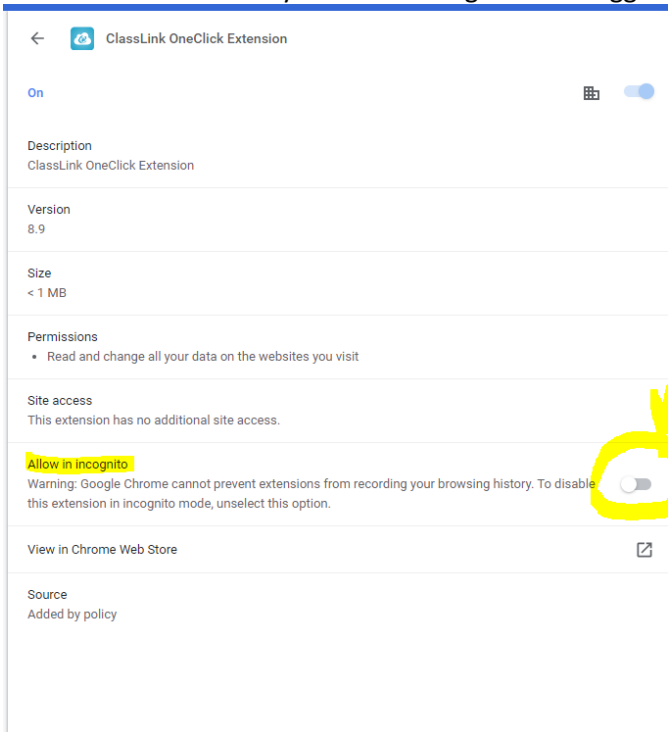
- Allow ClassLink Extensions in Incognito Mode: If using Incognito or private browsing, you will need to allow the ClassLink Extension to run in incognito mode:
- Go to the three vertical dots, settings, then extensions:



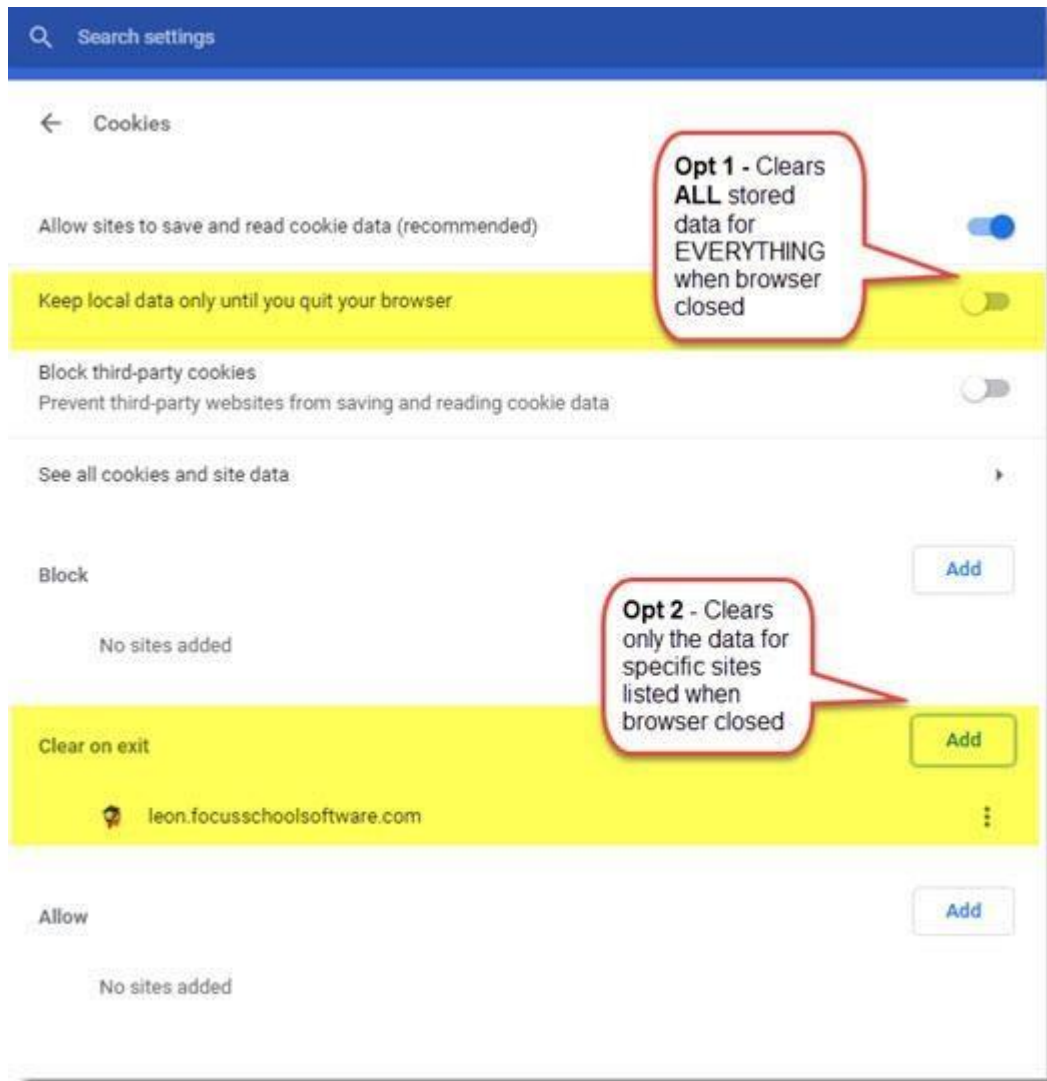
- Chose Details on the ClassLink Extensions options:



- Find the section that says Allow in incognito and toggle ON



- Option 2 – Have students use different browsers – ie, one browser (Firefox) and another (Chrome)
- Option 3 – Use browser settings to control login data by clearing cache when closing



- Option 4 – Have the home computer with separate login profiles for each child so they are always logging in as themselves separately. This makes everything much easier for EVERYTHING with account conflicts as they are treated as separate profiles in their entirety almost as if they were separate machines. If parents are concerned about the separate accounts they can be set up under a family account which provides not only separate profiles, but provides parental controls with Family Groups.

Can't access i-Ready?

What device are you using?

If a computer/laptop – make sure you are logged into ClassLink.

- i. Use an incognito window or clear your browser's cache. This is a common issue for loading i-Ready – if you get a blank or partially white screen, clear the cache and close Chrome and try again.
- ii. Check your system. Go to https://login.i-ready.com/?utm_source=WordofMouth&utm_medium=vanityURL&utm_content=i-ready_com&utm_campaign=Vanity and run a system check – does anything fail?

If you are on an iPad –

- Install the i-Ready app.
- Log into ClassLink – use the ClassLink Launchpad app or a browser app (Chrome, Safari, Firefox)

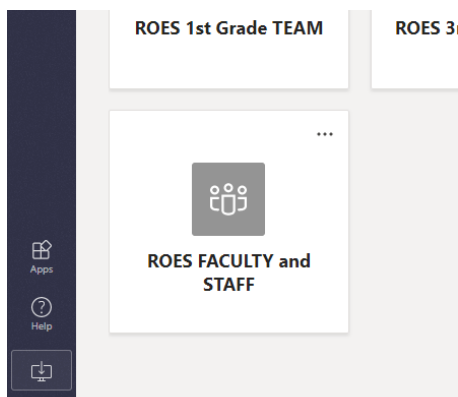
You will not be able to log directly into the i-Ready app. Our classes are auto-rostered from the district so you MUST log into ClassLink first.

Can't access TEAMS?

If you are being requested to sign up when you launch the TEAMS tile from ClassLink – then you aren't logged into ClassLink properly. Clear your browser's cache, close Chrome, and log back in.

If you launch the TEAMS tile from ClassLink – the first time it will ask you to log in – use your student credentials – studentid#@edu.leonschools.net

Download the Teams desktop app – you may be prompted to do this – if not once you are in Teams it will be the down arrow in the far left corner:



Once downloaded, install the app. You can keep the TEAMS app open (like you would your email) for communicating with teachers.

If after you have done some basic troubleshooting you still have issues – please contact me at

Thompson2@leonschools.net

Please allow 24 hour response time.