



## Device Tips and Tricks

Here are a few suggestions for troubleshooting some common issues. In addition to the Tips below, there are videos and tutorials included on each student device; no internet is needed. Simply open Internet Explorer and click Learn More under the device image.

### Can't log into the device? Check the following:

- You typed your username and password correctly.
- You noted the difference between the # 0 and the letter O, and the # 1 and the letter l.
- You entered the first letter of your password as a capital letter.
- You made sure there are no blank spaces before the username.

### Not connected to the wi-fi?

- Swipe in from the right side of the device screen and select "Network."
- Select the BCPS-Secure network (if you see it available) or the wireless network for your location. This could be your home wi-fi or a business that provides access.

**Web browser issues?** If one browser doesn't display the web page properly, try another.

Choose from:

- Internet Explorer
- Chrome
- Firefox
- Edge

**Are the programs freezing?** Try the 2 R's:

- **Refresh:** If the website isn't acting the way it should, try refreshing first.
- **Reboot:** If the computer is not responding, click on the power symbol and restart. You can also hold the power button on the side of the device.

**If you are having another issue, always try to reboot your device to see if the problem is corrected.** If the device is still not functioning as you expected, ask your student to inform their teacher.