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 I.
- 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.