

**Technology Troubleshooting**  
**Quick fix guide for online instruction**

**Help desk- 748-2271**

My iPad will not allow Reading Wonders, Savvas Easy Bridge (math), or any other district app. load games or interactive materials. What can I do?

- Be sure pop-up blocker is turned off. This can be done under settings in Safari.
- Restart iPad to check for any updates. These are coming out every day.

**The device cannot find the internet, what do I do?**

- **restart the computer**
  - The device will need to be told what network to use at home. Connect it to the network (wi-fi) used at the home. The directions are also part of the Parent Tech Resources on the MCSD web site on the Families and Students in the “how do I log in” instructions.

**I am logged on but I cannot get into my Zoom class or Canvas class, what do I do?**

- Restart the computer, make sure you are entering through Clever app for both.

**My sound or video doesn't seem to work right, what do I do?**

- Suggest that they shut down and restart the device to see if that resolves the issue.
- Call tech support at 706-748-2271 (parent help desk)

My computer won't let me in Clever, Canvas, or district app. What do I do?

- Try clearing your history and/or cookies in the top right hand corner. Clearing cookies can be found in settings on the top right side of browser
- restarting the computer