

PSD Tech troubleshooting tips and FAQs


As always, try **restarting your computer first**. If you need more help, please work with your teacher. If after you've worked with your teacher and you need additional assistance, email covidtechhelp@psdschools.org.

Q: What if our family doesn't have internet access?


Please refer to the **Internet Access** link www.psdschools.org/InternetAccess posted on the District website. **We are working on additional options for internet access for families.**

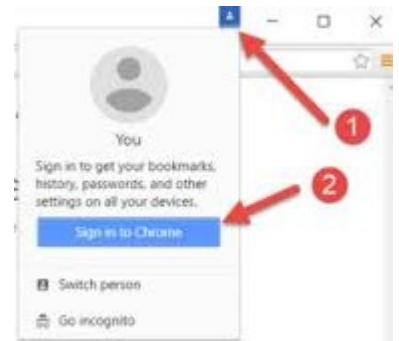
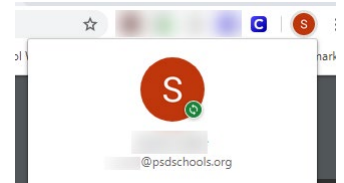
Q: Why can't I see any websites?

Ensure you are connected to WiFi.

1. Click on the WiFi icon  in the bottom right-hand corner of the device and will say "**Connected-secured**".
2. If WiFi **isn't** connected, click "**Disconnect**" and then click "**Connect**" again.
3. If WiFi is connected, try **accessing a different website** such as www.psdschools.org

Q: How do I know if I am logged into Chrome?

1. Double-click on the Google Chrome icon,  located on the desktop.
2. Look for your first initial in the upper right-hand corner and **click it**. You will see your name if you are logged into Chrome. Great! **If you aren't seeing your PSD email, try the following steps.**
3. Click the Person Icon in the upper Right corner.
4. Click "**Sign in to Chrome**".
5. Type the student's email address in "**Sign in**" in Google Chrome. Click "**Next**".
6. Re-enter the student's email address in "**Sign in**" on the page with an Apple and books.
7. Click "**Next**".
8. Type the student's password. Click the "**Sign in**" button.
9. Click the "**Don't show this again**" checkbox. Click "**Yes**".
10. Click on "**Yes, I'm in**" button.



Q: I am having an issue with my mic or camera

1. **On some devices the F4 key is used to mute the built-in microphone.** You would see a microphone and a white light on the F4 key. Clicking the F4 or Fn key + F4 will toggle the mic. **If the white light is on, then the mic has been muted.**
2. To further troubleshoot the microphone and camera, type "**Silverlight**" in the **Start menu** where it says "*Type here to search*". **Click on the Microsoft Silverlight icon. Choose the Webcam/Mic tab.** You will see if Video and Audio are working properly.
3. **Check the Windows Privacy Settings** by opening the **Start Menu** and clicking on the gear symbol. Choose '**Privacy**' from the options and you will see several sections on the left side. Scroll down on the left side and choose the '**Camera**' & '**Microphone**' sections. Under each section, **make sure the 'Allow apps to access your camera/microphone'** is switched on.