Technology Troubleshooting

Quick fix guide for online instruction

In anticipation of the school year beginning online, here are some simple common issues you may encounter and how to address them.

My Device does not start up, what do I do?

- Please arrange an appointment for the parent to return the device and issue another that does function.

The device turns on but I cannot log in, what do I do?

- The initial login is as follows: username is the student's GTID and the password is mcMMDDYY (student's birthday).
- Please refer to the Parent Tech Resources on the MCSD web site on the Families and Students tab to find the directions for how the student should log in. https://mcsd.instructure.com/courses/112074

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

- The device will need to be told what network to use at 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.
- The home may not have a working internet connection, in which case, please arrange with the school to get a mifi.

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

- Once logged into the computer, you will need to go into Clever. It may ask you to login in with the "Active Directory." Clever is available on the Families & Students tab of the MCSD website and looks like this:

- Once in Clever, you can find the Canvas listed in the apps available, or you can search for it at the top. Canvas looks like this:
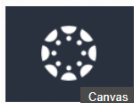
- If you cannot get into Clever, no worries! The Canvas app is linked on the Families & Students tab of the MCSD website. The Clever app is convenient in that it only requires a student to log in one time to access all apps. If you can't get to it, you can just log into Canvas each time.

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

- Shut down and restart the device to see if that resolves the issue.
- If nothing resolves the issue, please arrange to have the device returned and replaced with another functioning device.

Don't see your issue listed above?

- Call RMSOTA at **706-748-3304** and we will try to help you.
- If we cannot help you or it does not seem to be an issue the school can assist with, you can call the MCSD Technology Helpline at **706-748-2271** and the DIS team will do the best to assist in resolution.