

Tech Tips:

Common Problems and Solutions

SMHS Tech Hotline 805-925-2567 English ext. 3099 / Spanish ext.3088 / Mixteco ext. 3077

Please note that no one answers the tech help line. It is set up to take messages and then goes to email. It is CRITICAL that students try to solve their problem if they can. The hotline is run by teachers who teach classes during the day so they may not get a call until after school. Calls are returned as soon as possible but sometimes not for 24-48 hours. Here are some common problems and solutions so students don't have to wait for a hotline call to get a solution.

Before beginning make sure you turn the CapsLk (Caps Lock) button off.

Problem: Can't log in to Aeries

Solution:

1. Log in to santamariahighschool.org and scroll down to SMJUHSD RESOURCES at the bottom left of the grey bar.
2. Click Staff and Student email and access your students email using the info given with the tablet which is your student email address and your network password.
3. They will need to request a change in password. It's not automatically set to their network password. Make sure they change it to the password they were provided with the tablet. If they choose their own, we can't help them later.

Problem: Can't log in to Canvas

Solution: (almost always they are using Google to find Canvas and that won't work).

1. Log into santamariahighschool.org
2. Scroll down and click Canvas for Students and Staff link on the right side of page. It's a white box with a red circle in it.
3. Log in with the information you were provided.

Problem: Connection Issue/Wifi adapter

Solution:

1. Confirm student is using their home wifi password and NOT their school password they were just given and try to connect to network.
2. If it still doesn't work, go to Settings. Then click Internet/Security and scroll to bottom and run the troubleshooter. This has corrected most. If you run this and it says it corrected the issue and it shows connected but still no internet try #3.
3. Go to Settings. Network. Wifi. Known networks. Find the network. Forget the network. Close setting. Connect to the wifi again.
4. If it is still not working, it must be repaired. They will need to call the tech hotline to get permission to exchange their tablet.

Problem: Physically damaged. Cracked screens, missing screws, missing keys, etc.

Solution: Call the tech hotline for permission to exchange their tablet.

Problem: Lost charger

Solution: Insurance does not cover the chargers. Business office sells them for \$28-45 depending which machine they have.

Problem: Won't charge

Solution: If they can borrow a charger to see if it charges either from a friend or the library and it does, they can buy a new one and the problem is solved. If it won't they'll need to call the tech hotline for further help.

Problem: Old Flash programs won't load. This was a summer-school problem we experienced this summer with students using Edmentum/Clever/Plato.

Solution:

1. Click Start at bottom left
2. Scroll to W's and click Windows Accessories
3. Click Internet Explorer (right click to Pin to Start page) Use this browser to complete the program.

Problem: Audio doesn't work

Solution: First, be sure it has been updated. If that doesn't work, try:

1. Click Start
2. Click Settings
3. Click System
4. Click Sound. Click Trouble shoot and cross your fingers. There is a trouble shoot here for the microphone too.
5. Click back button to go to Settings Home page
6. Click Update and Security and check for updates and cross your fingers on both hands.
7. If that doesn't work, call the hotline.