



SOUTH FAYETTE TOWNSHIP
SCHOOL DISTRICT

Technology Troubleshooting Guide & Login Procedures

For Teachers, Students & Parents

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Login Procedures

<p>Active Directory - Grade 3-12 (Computer Login for PC's Only, <i>not applicable for iPads</i>)</p> <p>Quick Guide Tutorial</p>	
<p>Class Link - Grade K-2 (Single Sign On)</p> <p>Quick Guide Tutorial</p>	
<p>Class Link - Grade 3-12 (Single Sign On)</p> <p>Quick Guide Tutorial</p>	
<p>Canvas K-2 Access via iPad Canvas App</p> <p>Quick Guide Tutorial</p>	
<p>Canvas 3-12 (Single Sign on) Access via Class Link</p> <p>Quick Guide Tutorial</p>	
<p>GSuite (Google Login) Access via Class Link</p> <p>Username: username@lions.net (required for Google login) Password:</p>	
<p>PowerSchool Parent Portal (3-12)</p> <p>Quick Guide Tutorial</p>	

Requesting Tech Support

- Submitting Request
 - Teacher tech support requests
 - School Dude Help Desk (*accessible via Class Link*)
 - Teacher tech support requests on behalf of students
 - **TechSupport@southfayette.org**
 - Parents
 - TechSupport@southfayette.org
- Student Repair (Information Required)
 - K-5 please include:
 - Student Name
 - Student ID
 - Teacher Name
 - Student Grade
 - Describe the problem
 - 6-12 please include:
 - Student Name
 - Student ID
 - Student Grade
 - Describe the problem
- Repair Procedures
 - When a support request is made to School Dude Help Desk (*teacher repair*) or techsupport@southfayette.org (*student repair*) a member of the Technology Team will contact you to troubleshoot the problem. Please include STUDENT NAME, GRADE, TEACHER, and DETAILED DESCRIPTION OF THE PROBLEM. If a resolution can not be reached, we will prepare a replacement device and schedule a time for drop off of the broken technology and pick-up of the new device/charger.
- Replacement Procedures
 - If a replacement is necessary, a document with the new serial number and device information will be sent to the parent to sign electronically. Once the document is signed, we will schedule a time for drop off and pick up.
- Class Link Access via Personal Device <https://launchpad.classlink.com/southfayette>

In the event you will have to use a personal device during the repair/replacement process, all student apps are accessible via Class Link:

Open **Google Chrome** or Safari

 - Go to <https://launchpad.classlink.com/southfayette>
 - The **Class Link** sign-in page will appear
 - Enter your South Fayette device username/password (*do NOT include @lions.net in username field*)
 - Click **Sign in**

Dell Laptop (Grades 3-12)

Please be sure your laptop is charged and that you are using the correct charger.

If the laptop does not turn on:

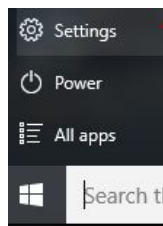
- Unplug the charger
- Press the power button in for 30 seconds
- Plug the charger back in and press power button

WINDOWS UPDATES

- How to Check for and Install Windows Updates

Please make sure your laptop is plugged in and charging.

- On the bottom left of your screen, left click the *windows* button:



- Left click on the Settings icon:



- In the Settings window. Click on 'Update & Security':
- This will open the 'Windows Update' window.
- Even if it says 'no updates available', **check for updates or restart your laptop** (see below).

Windows Update

Update status



Updates are available.

- 2017-11 Cumulative Update for Windows 10 Version 1709 for amd64-based Systems (KB4051963)

Status: Awaiting restart

- 2017-11 Security Update for Adobe Flash Player for Windows 10 Version 1709 for x64-based Systems (KB4048951)

Status: Awaiting restart

[View installed update history](#)



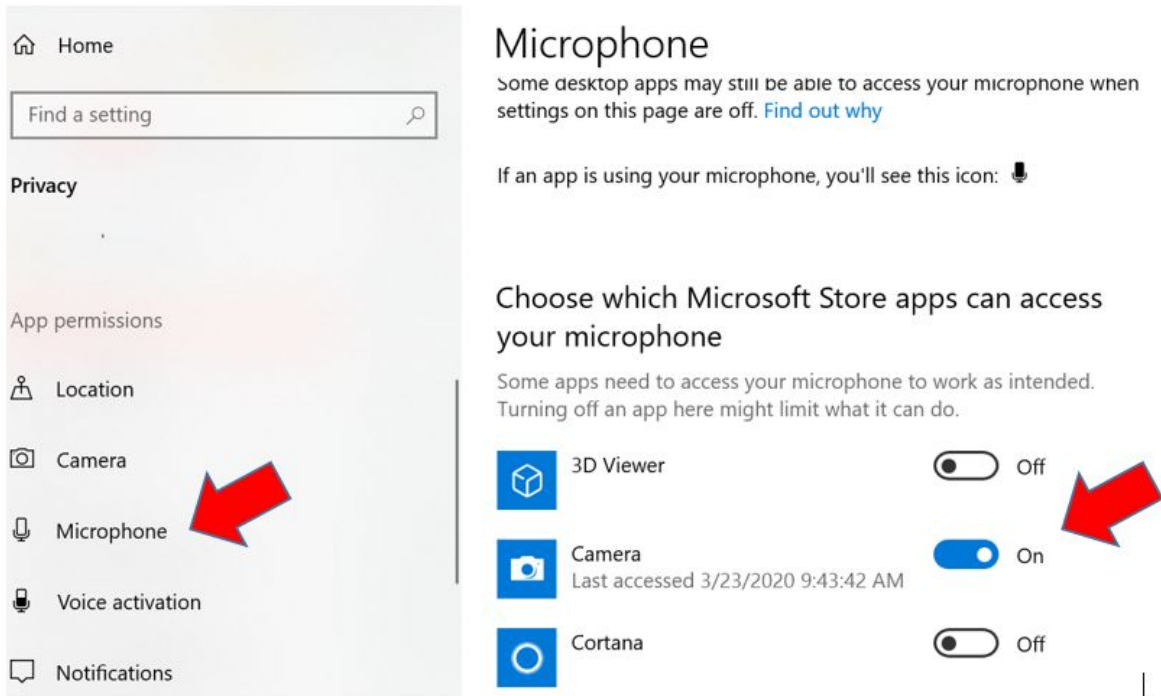
Your device is scheduled to restart outside of active hours. (Active hours are 8:00 AM to 5:00 PM.)

Restart now

- This process may take a long time and may need to be run several times. Continue to run updates, download, install and/or restart until it states your laptop is up to date. You should run updates until 'laptop up to date' message comes up **two times in a row**.
- Please note that updates can take HOURS and require a restart with more HOURS to install.
- *Do **NOT** turn off the laptop in the middle of updating.

MICROPHONE

- **Make Sure That Microphone Is Enabled**
- Ensure that your microphone is enabled in the Windows 10 operating system.
- To see if it is enabled in Windows, go to Settings:
- Click on the windows button in the lower left hand corner, and click on the gear
- Find and click "Privacy".
- Find Microphone along the left hand side, scroll down and make sure it is 'on' next to Camera

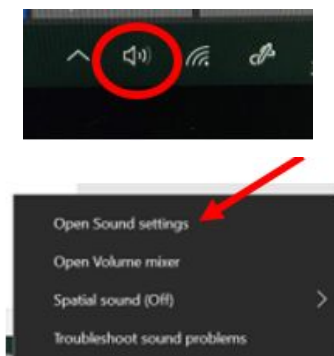


AUDIO

- If your headphones/earbuds are not working, try another pair.
- If your headphones are not working, plug them in and restart your laptop.
- If your microphone is not working, be sure it is not on 'mute' -
 - Press Fn+F4 keys simultaneously.

If sound issues continue, try the following:

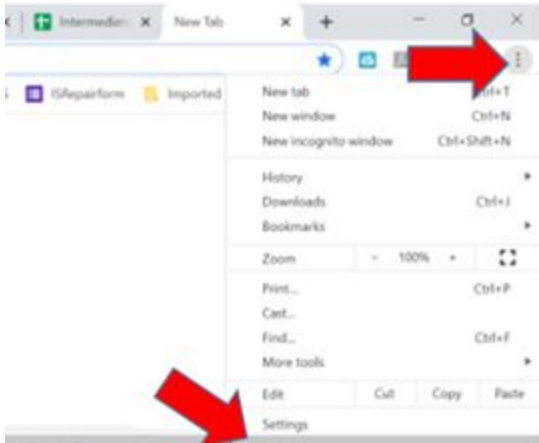
- Right click on the Audio icon in the lower right-hand corner of your taskbar and select 'Open Sound settings'



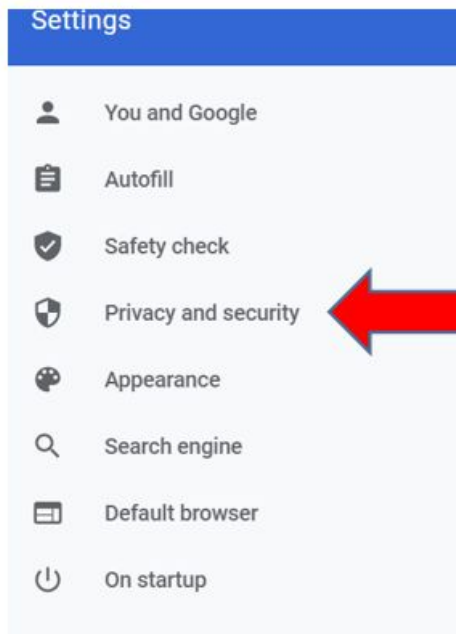
- Make sure your 'Output Device' is set at Speakers/Headphones (Realtek Audio)

Your Microphone and Camera might be blocked in Chrome for a specific website

- In the upper right hand corner of Chrome, click on the 3 dots, then select 'Settings':

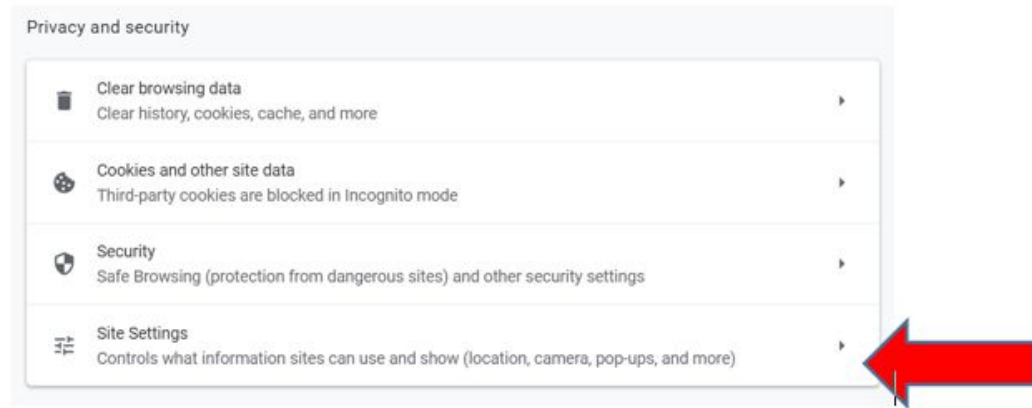


- Along the left hand side choose 'Privacy and Security':

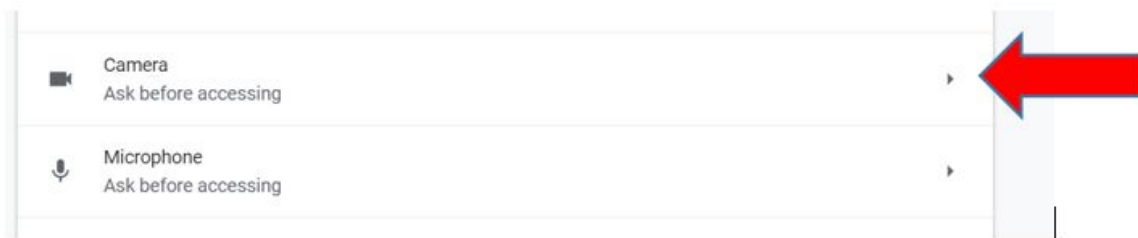


- Select 'Site Settings':

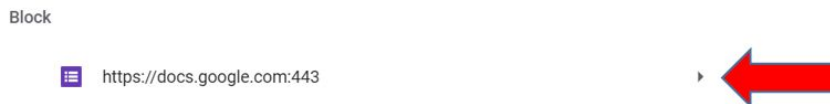
Select 'Site Settings':



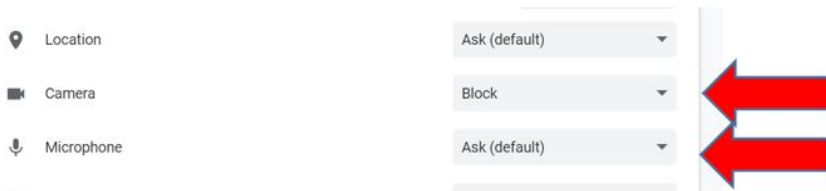
- Select 'Camera':



- Click on the Small Arrow next to the site that is blocked:



- Change 'Block' to 'Allow' for both Camera and Microphone:



CHROME SETTINGS

Using a personal device with multiple people in Chrome

Add a person or profile:

1. On your computer, open Chrome
2. At the top right, click Profile



3. Click Add. Type a name and choose a photo.
4. Enter log in information:
 - o **Example: caharkins@lions.net**
 - o **Password: SFid_____**
6. Click Add. A new window will open and ask you to turn on sync
7. **Turn sync on in Chrome** Click Yes

Log in to Classlink using the following login information:

<https://launchpad.classlink.com/southfayette>

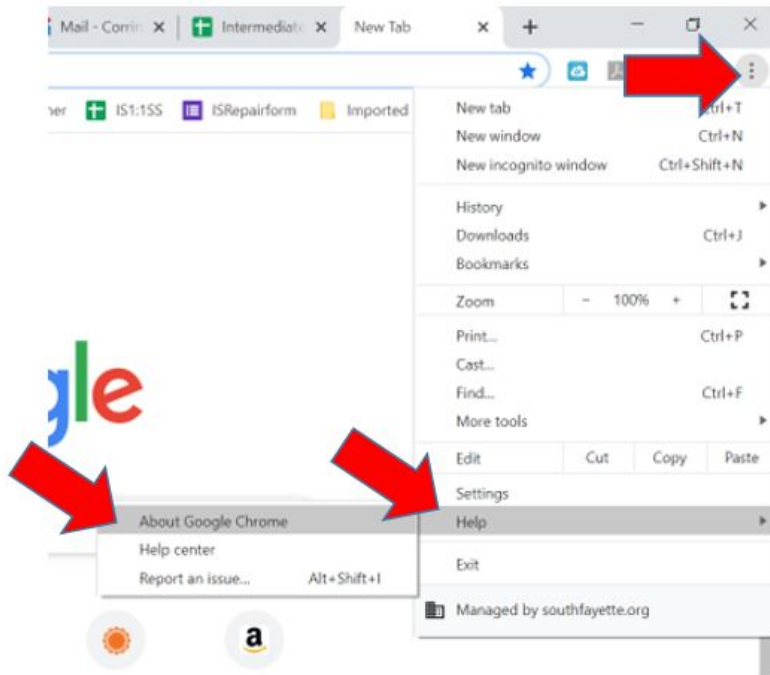
Example Username: Caharkins

Example Password: SFid*****

Switch to another person or profile

1. On your computer, open Chrome
2. At the top right, click Profile
3. Choose the person or profile you want to switch to

UPDATING CHROME



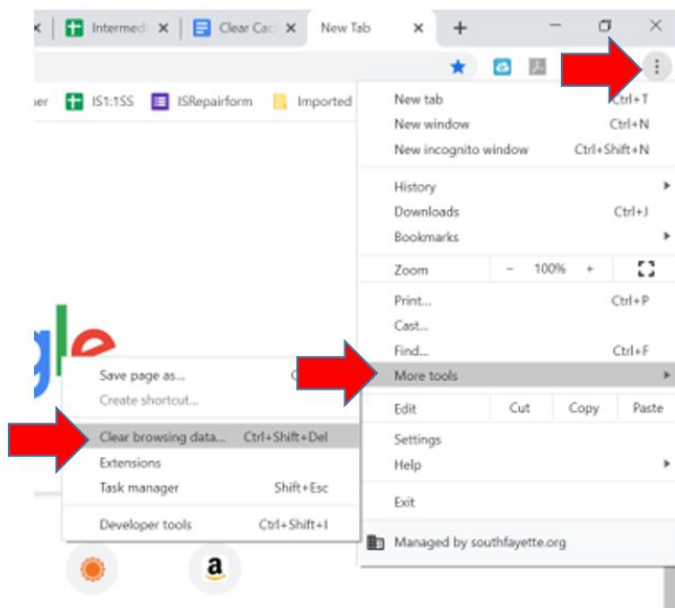
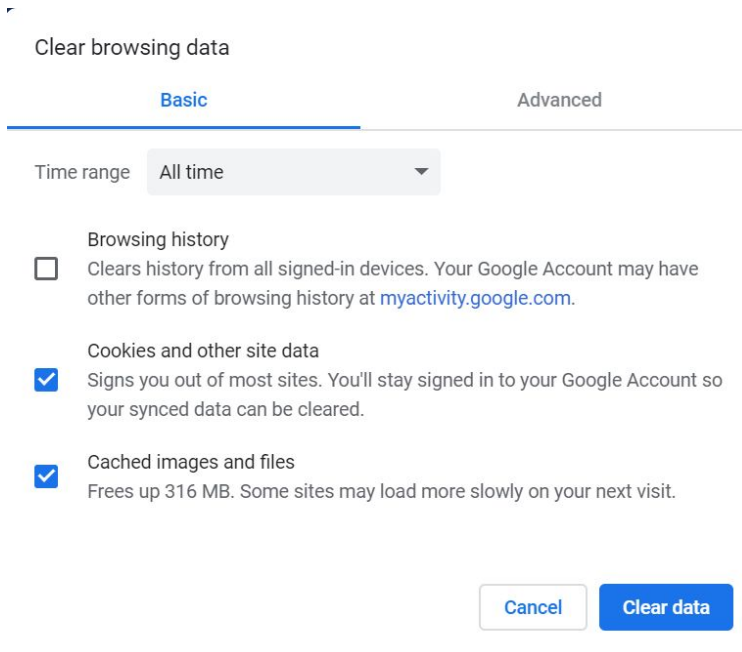
Google Chrome



Google Chrome is up to date
Version 80.0.3987.149 (Official Build) (64-bit)

CLEAR CACHE AND COOKIES IN CHROME

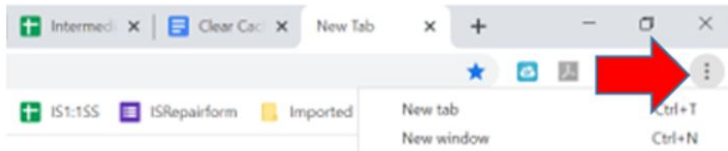
From the “**Menu**” ☰ button in the upper-right corner of the Chrome window, choose “**More Tools**” > “**Clear browsing data...**”.



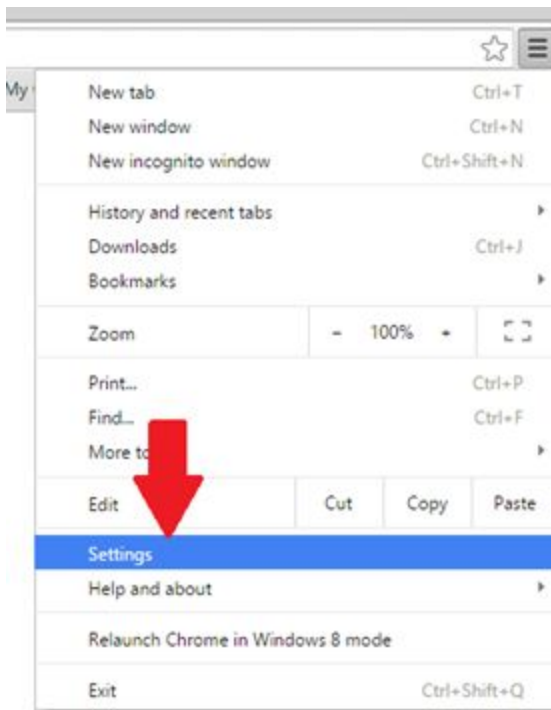
Select the “**Clear browsing data**” button, and Chrome will clear your cache.

REMOVING A SAVED PASSWORD IN CHROME

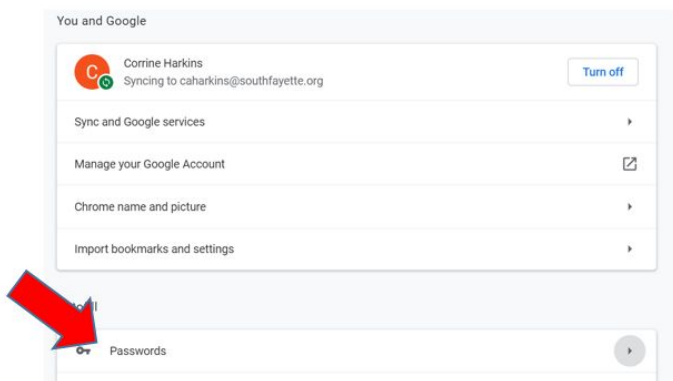
Open the **Chrome** menu using the button on the far right of the browser toolbar:



Choose the **Settings** menu option.



Select **Passwords**:



Click on the 3 dots next to the website you want to clear the password for (we recommend NEVER saving passwords):



And select '**Remove**':



iPad (Grades K-2)

- Settings > WiFi:
 - WiFi > at school connect to **SF-User**
 - WiFi > at home, connect to your home Internet
- IOS Updates
 - Settings > General > Software Updates (*follow prompts in install IOS update*)
- App Updates
 - Apps are updated automatically, if an app is not responding, please refer to Self Service steps below
- Self Service
 - Locate **Self Service** app on ipad (*white square with multi-color diamond shape*)
 - Open **Self Service** > if prompted "Self Service" would like to send notifications > click **ALLOW**
 - Locate App (*not responding*) from list of apps
 - Click **Reinstall**
 - Restart iPad (**power off and back on**)
 - Launch App
- Safari Settings
 - Settings > **General** > **Safari** > **Clear History and Website Data**
- Chrome Settings
 - Chrome > **More Button** (three dots) > History > **Clear Browsing Data**
- Free up Space on iPad
 - **Hard Reset** (*hold the power button and home button simultaneously until Apple logo appears, release*)
 - **Delete** any unnecessary **photos and videos**, after you delete the photos and videos ...
 - Go to Photos > Albums > Deleted Items > **Empty Trash**
 - You may also see the option "Offload Unused Apps" under iPad Storage > Press Enable, if available
 - Go to Chrome > More Button (three dots) > History > **Clear Browsing Data**
 - Go to Settings > General > Safari > **Clear History and Website Data**
 - Repeat **Hard Reset** as noted above

Apps (Grades K-2)

ABCya (Kindergarten only) --- **Accessible via ABCya app on the iPad Home Page**

Student Sign-in Steps:

Please contact your child's teachers for the district ABCya username and password

IXL (Grades 1-2) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

Raz Kids (K – enrichment only, grade 1 & 2) --- **Accessible via RazKids App on iPad Home Page**

Spelling City (Grades 1-2) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link after student logs in for the 1st time (login in information will be provided)

Student Sign-in Steps:

Select "Student"

Username:

Password:

**** You may be prompted to sign in on a 2nd screen, please sign in again!*

Splash Math (K – enrichment only, grade 1 & 2) --- **Accessible via Class Link Home Page**

Student Sign-in Steps:

SIGNIN (top right)

CLASS

HAVE A USERNAME? LOG IN HERE (bottom of page)

Username:

Password:

Pearson Realize Math (K-2) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

Apps (Grades 3-5)

First in Math (Grades 3-4) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link after student logs in for the 1st time (login in information will be provided)

IXL (Grade 5) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

Pearson Realize Math (3-5) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

Spelling City (Grades 3-5) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link after student logs in for the 1st time (login in information will be provided)

Student Sign-in Steps:

Select "Student"

Username:

Password:

*** *You may be prompted to sign in on a 2nd screen, please sign in again!*

Study Island (Grades 3-5) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

Apps (Grades 6-8)

IXL (Grade 6-8) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

Study Island (Grade 8 Science) --- **Accessible via Class Link Home Page**

App will auto launch from Class Link

PRINTING FROM STUDENT LAPTOP

Unfortunately, we cannot support home printers for student laptops. Teachers are not requiring printing in the digital learning environment. All work can be done using paper and pencil, or it can be completed directly on the computer.

If you prefer to print materials provided by a teacher, we recommend your child logging in to Classlink from a personal device that is already connected to your printer. Classlink, located at <https://launchpad.classlink.com/southfayette>, will give students access to all of their apps, including Canvas, where all assignments for each week are found.

PROBLEMS WITH HOME WIFI

Click on the wifi icon in the lower right corner:



If you click on that icon you should see a listing of available networks. You will have to find your home wifi network and add the password/credentials. If that does not work, you will need to contact your internet provider.

