Tech Troubleshooting Tips

These are just a few tips to try before contacting your teacher or before contacting tech support.

Please check the Tech Tips document that you received for help with any login issues.

OneNote:

• A student cannot find his notebook for the class	*1. Go to OneDrive. Sign in if asked. Click on "Shared" at the bottom. Open the notebook from here.* *2. Teacher can remove the student from the notebook and add him/her back in.* *3. Make sure you have completed the latest iPad update. If not, update and go back to step 1.*

• My notebook/video is not loading • The pages/sections are not showing on student iPads	*1. Swipe down in the first column. If the circle is still spinning in the column or in the upper right-hand corner, it is still synching. Wait till it is done.* *2. At school – Check and make sure you are one the NTWifi __not__ iPad hidden.* *3. Sign-out of OneNote & OneDrive and sign back in.* *4. Restart the iPad by turning it completely off & waiting at least a minute and turn it back on.* *5. Make sure you have completed the latest iPad update. If not, please do and then start at Step 1.*

• A student deleted the page a teacher sent or the content on the page.	*1. Hit the back arrow on the top left corner of the screen* *2. Add a new page, if needed & copy the content from your section of the notebook at the top and paste it back in.* *3. Complete and individual distribution to the student and resend just that one page to that student.*

• Student notebook is freezing. • Student does not see the section/pages that were distributed.	*1. Sign out of OneNote and then sign out of OneDrive.* *2. Close & swipe out of all 365 apps.* *3. Sign back into OneDrive. Click on "Shared" at the bottom. Open the notebook from here.* *4. Restart the iPad by turning it completely off & waiting at least a minute and turn it back on.* *5. Make sure you have completed the latest iPad update. If not, please do and then start at Step*
• Student cannot write on the pages in the notebook.	*1. Close the notebook* *2. Open the notebook again* *3. Be sure that you select the student's name at the bottom* *4. Open the correct tab.* *5. Select "Draw" from the top.*

TEAMS:

• When student goes to Teams to join a meeting, it says he has no account.	*1. Make sure his log in information is correct.* *2. Have him join via a link for the meeting.*

Schoology:

• Student cannot log-in to Schoology Or • Schoology bumps you out.	*1. Make sure you are in nt.schoology.com* *2. Click on the log in Log in through your School & search for our school.* *2. Make sure he chooses North Tonawanda Middle School with a green dot from the opening page.* *3. Make sure his log in information is correct.*