**TECHNOLOGY FAQS**

**This is a running list of issues I have resolved that are more universal for the staff than local per member. It will be updated as issues arise. Thank you.**

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| ITEM | ISSUES | RESOLUTION |
| PROJECTOR | NOT SHOWING | 1. Hold “Windows” button located bottom left of keyboard and “P” SIMULTANEOUSLY 2. Determine if the display is being duplicated / extended. 3. DUPLICATE= Showing exactly what is on your computer to your projector 4. EXTENDED= Projector is a second Monitor |
| WIDI |  | 1. When connecting you dongle to your project press “windows and K” SIMULTANEOUSLY 2. <https://collierschools.instructuremedia.com/embed/fe5f4170-1bfd-4631-b29c-a9dee891a668> |
| IPEVO | NOT RESPONDING | 1. Make sure it is on. 2. In WebEx make sure you are connected to computer audio for starters 3. You will notice a drop down menu entitled “Audio” from there you can choose IPEVO |
| IPEVO | CANNOT FIND | 1. Green icon on your desktop 2. Or startup menu located left side under folder entitled IPEVO 3. If you do not have click this link to download   <https://ipevo-api-cms.s3-us-west-1.amazonaws.com/software/visualizer/download/Windows_7-10/Visualizer_win7-10_v1.14.273.0.msi.zip>  -IF YOU NEED HELP, I CAN HELP YOU THERE ARE STEPS |
| IPEVO | MIC | 1. Correct; IPEVO is a mic and camera |
| WebEX | Authorization expired | 1. Inside canvas when creating your meetings make sure you logout of WebEx located in the right hand corner of the page. When this error occurs. WebEx needs to authenticate “you” in canvas |
| WebEx | Personal Room /desktop link | 1. This method of meeting isn’t as formal as setting it up in canvas. BUT it gets the job done. Simply, click on the clipboard located on your desktop WebEx this will copy the link and allow you to paste into your classroom announcements. Here you will let your room run through the day. |
| Webex | Student Authentication Issues | If you are using Webex through Canvas and making meetings through Canvas there have been some issues with students needing to authorize their accounts.  I have questions out to the powers that be, however in the meantime, to bypass this, use your desktop app link which would be located in the top right corner of the dashboard.  Above the schedule button there are two rectangles on top of each other.  That is the copy button and then you can paste the link into your canvas page. |
| Webex | Student not hearing you | Ask them to use the ear buds that were given. Some students have had this be a quick resolution. It would have to be fixed in their own settings, which you or I cannot do. |
| Webex | Eject a student causing issues | Select the participant in the participant list  Then hit Expel in the participant drop down menu at the top… it is the last item on the participant drop down menu at the top of the screen.  ONLY USE THIS IF A PERSON ENTERS YOUR MEETING AND IS NOT A PART OF YOUR CLASS |
| Laptop | Loading / logging-in | 1. Keeps computer in sleep mode is a great way to keep the computer running in a low state. This will save the student loading time in his /her classes. |
| Canvas | Course not showing | 1. As a result of synching errors on canvas. A course may not show for a student, please make sure that student clicks course or ‘ALL course’ on the menu. (HOPEFULLY IT IS FIXED |
| Lock Icons in Canvas Templates | Pictures in Template Home Page Show A Lock | In your Home Pages we all downloaded the district templates.  In some classes, the pictures for the 5 main Buttons, About the Teacher, Syllabus, Modules, Parent Resources and Student Resources are not showing the picture to the students instead showing a big picture of a lock.   1. If the Module is published- the link to the icons is still active.  I have gone into several via student view to check this. 2. If the Module is not published- you have to publish the Module which is named Welcome: Begin Here 3. **The Remedy**- If you want to fix the picture- you can edit the picture and the files are already loaded into the image portion on the right in the edit section. 4. The issue is caused by cross-listing a locked module with an unlocked module, so for some reason (not known) the picture is appearing as a lock) AGAIN IN THE PARENT PAGE IF THE MODULE IS PUBLISHED THE LINKS ARE WORKING JUST THE PICTURE SHOWS A LOCK. |
| Canvas | Checking Attendance for Asynch Students | 1. Click your course from Dashboard 2. Click People in the left tabs 3. Click on students to show their last interactions 4. Can also use analytics to see the last week |
| Canvas and Focus | Grade Passback | 1. <https://collierschools-my.sharepoint.com/:b:/p/kruppj2/ESzp0B2T3ixCpf7JDkdpxSMBc3W9T5lz6ttJ-RJC2cpSGA?e=WC45hj> just log in with your credentials |
| Canvas | Icon missing from desktop | 1. Use the web link canvas.collierschools.com |
| Student Issues with Tech |  | 1. Credentials aka login issues for computer or software have them Email [helpdesk@collierschools.com](mailto:helpdesk@collierschools.com) 2. Specific computer issues email [studentlaptop@collierschools.com](mailto:studentlaptop@collierschools.com) |
| Office 365 Login | For Students | 1. Username = [StudentID@collierschools.com](mailto:StudentID@collierschools.com) 2. Password = birthday 4 digits |
| Office 365 Login | For adults at home | 1. Use office.com 2. Select sign in NOT Sign up 3. Use school login credentials |
| Office Products | Students Saving | 1. Use One Drive or with some things it is difficult 2. Have students use H drive 3. Saving to student desktop may lose the file when logging in from home then coming to school |
| Desktop/ Surface/ Student Laptop | Missing Icons | 1. Sometimes when logging in from multiple locations, this sometimes creates an issue with Icons 2. It should resolve when logged in from one computer only |
| Audio Enhancement Mic | Stopped Working | 1. Make sure it is charged 2. Take out and re insert Battery- The old Nintendo trick! 3. If still not resolved 4. Hit Link button on white wall mount with pwr off on mic- should blink yellow/orange 5. Hit PWR and REC Button simultaneously to pair |
| Canvas | Creating a default program to open pictures | 1.) Open Control Panel  2.) Hit Default Programs  3.) Set Default programs  4.) Pick Paint 3d  5.) Set defaults  6.) Click all picture file types |