

Can I help you?



Connectivity Issues

1

Restart your computer.

- Get in the habit of doing this at least once a week, even if your device is functioning correctly.

2

Check for device updates.

- In the bottom left 'Search' bar on your desktop, type in 'Updates.'
- At the top of the menu you will see 'Check for Updates.'
- Download any available updates.
- Restart your device when done.

3

Check for a better internet connection.

- Walk around your house with your computer.
- Do you notice your signal bars in the bottom right corner.
- Find the location with the strongest signal
- Try to see if you can be "wired" to your router

4

Make sure you're using Chrome if not on your Chromebook.

- Some internet browsers do not properly support the websites you need for school. Safari, Internet Explorer, and Edge consistently create issues with the sites we use for learning. Pin Chrome to your task bar so your child can access it easily.

5

Clear your cache.

- Open Google Chrome.
- Press ctrl, shift, delete
- Make the Time Range 'All Time'
- Make sure 'Browsing History, Cookies and Other Site Data, and Cached Images and Files' are all selected.
- Click 'Clear Data.'
- Restart your device when done.

Still not working?

Email

hsdtechnology@hampsteadschools.net

Can I help you?



Zoom Issues

1

Check your volume.

- Is the volume muted or turned off?
- Are your headphones plugged all the way in?

2

Check your microphone.

- Is the microphone turned on and plugged in?
- Can the Zoom participants hear you when the microphone isn't plugged in?

Check your log in.

- Do you have the correct Zoom Link?
- Is your name written clearly so teachers know who you are?
- Find the location with the strongest signal
- Try to see if you can be "wired" to your router

3

Check your internet connection.

- Is the internet loading?
- Is my WIFI turned on?
- Can I move to a better location?

Still not working?

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