

Issues from Students and Parents

PLEASE make sure you are:

Using Chrome

Going to the Brevard Schools Launchpad to access Focus and Google Apps

NOT using the share. when you sign in - just use student#@brevardschools.org

Using Google Apps icon on Launchpad and then the waffle to access your Google Classroom

Remember that we are operating on two separate platforms. MS Office and Google don't necessarily like to play together. Focus is MS Office - Google Classroom is Google. Teachers are required to post their assignment in Focus, but some are using Google Classroom to share assignments.

Here are some issues solved so far.

Issue	Resolution
Can't log-in to Brevard Schools Launchpad	Make sure you are using student#@brevardschools.org (not share.) AND it is spelled correctly Same password as you use at school. Email for reset if necessary zieres.christy@brevardschools.org
Can't log-in to school issued laptop	These laptops do not require a password unless they "go to sleep". You need to restart laptops if this happens.
Can't access Google Classroom	Use Chrome - Access through Launchpad - Google Apps Share - waffle Sign out of all personal accounts - you might need to "remove user." Also, if the computer is shared with an elementary student, it will log you in as a Learn user, and you won't have access. Clear history and restart OR open in a new "incognito" tab.

Documents and assignments don't work right or can't open	Use Chrome In Google Classroom, you might need to copy/paste the document, title with your name, edit, and submit.
Can't edit Word Doc posted in Google Classroom, or teacher is getting a blank page after you submit a Word Doc in Google Classroom.	Open assignment - look for 3 small dots in the top right hand corner - Open in New Window - Open with: Google Docs. It will still be in a .Docx format, so you need to copy/paste it into a Google Doc, title it with your name, and edit and submit the Google Doc.
Google Docs asking to Request Permission to edit document.	You should not have to Request Permission. Copy/paste the document into a new Google Doc, answer questions, title with your name, and submit the edited document.
Issues opening documents in Focus? If an assignment is requiring MS Office to be bought.	You need to access your Office 365 account on Launchpad and open Word before you can open assignments in Focus.
Forgot Password	IF you do NOT remember your password, it will need to be reset by Ms. Zieres. zieres.christy@brevardschools.org
Not receiving emails.	Students have 2 separate email accounts #@st.brevardschools.org is your Focus email #@share.brevardschools.org is your Google email. If a teacher replies to an email through Focus, the student needs to check their Outlook email account. Launchpad - Office 365 - Outlook.

For any unresolved questions and issues, ask your teacher or email Ms Zieres at zieres.christy@brevardschools.org

Please keep in mind that we are all learning this together and together we will make this work!

Gooooo, Mustangs!!!