

# Technology Fixes

In order to log in correctly, please make sure you are doing the following:

- Using the Google Chrome Browser, sign out of **all** Google accounts; or alternatively, click the three vertical dots in the upper right-hand corner of the window and click on New Incognito Window. This is very important as being signed in with another Google accounts can cause issues.

Other than that, make sure you clear out your temp files:

- Click on the three vertical dots in the upper right-hand corner, then click on settings
- Scroll down until you hit the bottom, then click on the Advanced link
- The first section will be labeled Privacy and Security. Scroll down to the bottom of that section until you see Clear Browsing Data and click on it.
- Change Time Range to All Time
- Make sure "Cookies and other site data" and "Cached images and files" is checked on.
- Click the clear data button

Restart Chrome and try again.

Make sure that you are using the Google Chrome browser and go to [www.brevardschools.org](http://www.brevardschools.org), clicking on the Launchpad icon. Log in with [your-student-number-here@brevardschools.org](mailto:your-student-number-here@brevardschools.org) and the password above **exactly as written.**

If that doesn't work, you may also want to try opening up an Incognito Window in Chrome, this will open a new window with nothing else logged in or loaded that could be interfering with the logon. In Google Chrome browser, click on the three vertical dots in the upper right-hand corner and click on New Incognito Window.