

Troubleshooting At-Home Technical Problems

BEFORE YOU START: If you are using a Windows 10 machine, we strongly recommend that you create a new user account on your machine, unaffiliated with an email account. Call it "SCHOOL" and ONLY use it for schoolwork. Here's how:

<https://support.microsoft.com/en-us/help/4026923/windows-10-create-a-local-user-or-administrator-account>

Why? Personal email and social media account use greatly increase the chances that you will encounter technical problems when doing schoolwork from home. Operating from home is challenging enough without creating extra technical problems!

These troubleshooting instructions below can help you solve most common at-home e-learning issues. It is important to follow them, IN ORDER, in order to make sure you are eliminating the most common errors.

- Please make sure that you are using the Google Chrome web browser.
 - Chrome is the only browser that works 100% with LaunchPad.
- Chrome must be up-to-date. Older versions can create errors, especially with FOCUS
 - The current "good" version should be at least 85.0.x
- Always use studentnumber@brevardschools.org as your log-in name for Launchpad
 - In the past, BCPS has used at least 3 variations of the username format, but only studentnumber@brevardschools.org will provide 100% single sign-on compatibility
- If you have been using another format besides this (e.g., "@st..." "@share..." etc.), restart your browser and eliminate ALL cached credentials:
 - Click the **three vertical dots** in the upper right corner of the Chrome browser window
 - Click on "**Settings**"
 - Click on "**Autofill**"
 - Click on "**Passwords**"
 - Here you will find all the accounts for which you have saved usernames and passwords.
 - Find your school log-in username and "Remove" it
 - If you have a personal Google/Gmail account, remove that as well and **never** save that username/password in the same browser that you do your schoolwork! It WILL cause problems with Google Apps/Google Classroom.
 - Restart your browser and log in again to LaunchPad. It should now ask for your username and password.
- Many problems, including the "**Bad Request - Header Field Too Long**" error, can be fixed by clearing Google Chrome's **Browsing data**
 - Under **Privacy and Security**, Click **Clear browsing data**
 - There are two tabs in the dialogue box. Make sure you are on the **Basic** tab
 - Make sure your **Time Range** is set to **All Time**
 - Make sure that **Browsing history, Cookies and other site data** and **Cached images and files**
 - Click the **Clear data** button.
 - This clears all stored website information, which is PROBABLY the most likely cause of your error.
 - While in **Settings**, you might as well check to be sure that your **Pop-up Blocker is OFF**.
 - Under **Privacy and Security**, click on **Site Settings**

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- Click on **Pop-ups and redirects**
- Make sure the slider bar is to the right: **Allowed**
- If you still cannot log in, email MelbourneHigh@brevardschools.org with "TECH SUPPORT" in the Subject line to request a password reset.
 - Make sure you provide your student number.
 - You will receive an email with your new password.
 - This will be your password until you can return to campus and change it to something more memorable.
 - If you have no email, call **321-952-5880** extension **24514** or **24711**. If no one answers, leave your student number and an email address or phone number where you can be reached. We'll get back with you as soon as we can.
- If you can access FOCUS but not Google Classroom:
 - IMPORTANT: NEVER USE YOUR PERSONAL GOOGLE/GMAIL ACCOUNT IN THE SAME BROWSER THAT YOU USE FOR SCHOOLWORK!
 - If you aren't positively and completely logged out of Google/Gmail, it will cause conflicts with your school Google Apps.
 - Make sure that you first open the "**Google Apps-Share**" icon and NOT the Google Classroom icon.
 - If you get a "...your account has been disabled message..." when trying to access Google Apps, email Melbournehigh@brevardschools.org with your student number and what the error message is saying. This problem takes 24-48 hours to fix.
 - If you don't see a teacher's folder under your Google Classroom, then you may never have enrolled. Email your teacher and request the code for that class.
- If you haven't seen any FOCUS messages from your teacher yet:
 - Email from FOCUS goes to your Office 365 account (orange icon).
 - You must use the Outlook app in Office 365 to email your teachers and read your FOCUS messages
 - Your email address should be the same as your log in username. HOWEVER, in some cases they will display with an "@st..." Don't worry about it. As long as you're getting email, you are good to go!
- Online textbooks should also be accessed only through LaunchPad.
 - If you have problems with a textbook, please email your student number, textbook title and publisher to MelbourneHigh@brevardschools.org and be sure to put "TECH SUPPORT" in your Subject line.
 - We will open a HelpDesk ticket with the county.