



## Frequently Asked Questions - Self Troubleshooting Guide

If you or your child is using an iPad, please link to here:

[iPad FAQ](#)

### **Device and Software Questions**

#### **Q: What type of device is needed?**

A: Any personal computer or mobile device that can access the internet. We recommend a chromebook for Kinder through 12th grade.

These are the requirements for Virtual School:

Windows: Windows 7, Windows 8, Windows 8.1, Windows 10 or later  
an Intel Pentium 4 processor or later that's SSE2 capable

Macintosh: OS X Yosemite 10.10 or later

Chrome OS: 75+

#### **Q: If I don't have a device will the Vista USD provide one?**

A: The district will provide a student a device or a hot spot for home use if needed. Distribution will occur at the student's school site.

#### **Q: How do I login to google classroom?**

A: On a chromebook go to [classroom.google.com](https://classroom.google.com) since you're already logged into the chromebook your google classroom will open and you will see all the classes you have joined. For iPads please see the [ipad FAQ](#)

Q: How do I login to google classroom on a non district device?

A: go to [classroom.google.com](https://classroom.google.com) and login with your district email.



**Q: How do I join my teachers classroom in Google?**

A: In the top right corner of google classroom click the plus button. Click join class, and enter your teachers class code.

**Q: What software is required?**

A: Chrome Browser. Most learning tools are available from [CloudConnect](#). iPad applications are assigned per grade level.

How to download/install Chrome

Windows, Macintosh, linux:

[Download & install Google Chrome - Computer - Google Chrome Help](#)

**Q: How do I connect my Chromebook to my home WiFi?**

A: [Connect your Chromebook to Wi-Fi - Chromebook Help](#)

**Hotspot Questions**

**Q: How do I connect to my district provided hotspot?**

A: Please verify which model hotspot you have and click on the link below.

- [Model R850](#)
- [ZTE Sprint Pocket Wi-F](#)
- [Sprint WI-FI Portable Pocket](#)

**Login/CloudConnect Questions**

**Q: How does a student log into their account?**

A: [Google Chrome](#)  
[Chromebook](#)

**Q: How do I access Cloud Connect?**

A: Please enter the following URL into the address bar: [Cloudconnect.vistausd.org](http://Cloudconnect.vistausd.org). You may log in with your FirstNameLastName or 9-digit student ID and password.



**Q: How do I reset password through Cloud Connect if I forgot what it was?**

**A:** [CloudConnect - Password Reset.pdf](#)

How do I reset my password through cloud connect if I just want a new password?

[CloudConnect - Password Change.pdf](#)

**Q: Are there any standards on passwords?**

**A:** Please review our [Password Policy](#)

**Q: What if my tiles are missing in Cloud Connect?**

**A:** Please follow the instructions below for clearing the cache/history for your browser. If that does not resolve the issue, please contact your instructor.

**Q: How do I clear my cache?**

- [Chrome](#)
- [Firefox](#)
- [Safari](#)
- [iOS Devices:](#)
- [Edge](#)

**Q: I cannot get the sound on my computer to work on my Windows laptop.**

- Try plugging in headphones
- Restart the computer
- Verify Windows settings:  
[Fix sound problems in Windows 10](#)

**Q: What if I have a problem logging into i-Ready.**

**A:** Please refer to i-Ready requirements and ensure these are met.

[i-Ready System requirements.](#)

If these requirements are met on your device, please contact your instructor to have the password reset.

**[Google's Guide to Troubleshooting Common Chromebook Problems:](#)**



## [Fix hardware and system problems - Chromebook Help](#)

<b>Issue</b>	<b>Common Solutions</b>
My chromebook will not turn on.	<ul style="list-style-type: none"><li>• Verify if the power is plugged in to the wall and device.</li><li>• Hold down Refresh + Power buttons</li></ul>
I get an error when trying to log in.	<ul style="list-style-type: none"><li>• Verify if you have internet connectivity.</li><li>• Verify username/password are correct.</li><li>• Reset password if necessary</li></ul>
My applications will not work.	<ul style="list-style-type: none"><li>• Contact your teacher</li><li>• Contact IT Service Desk</li></ul>
My chromebook shuts off when I unplug the power.	<ul style="list-style-type: none"><li>• Verify if the battery is holding a charge.</li><li>• Drop off device and charger to I.T. Service Desk for repairs/exchange?</li></ul>
I don't hear sound from my chromebook.	<ul style="list-style-type: none"><li>• Verify if the volume is set too low or off in the control panel.</li><li>• Try plugging in headphones.</li><li>• Restart chromebook</li><li>• Drop off device and charger to I.T. Service Desk for repairs/exchange?</li></ul>
My keyboard doesn't work.	<ul style="list-style-type: none"><li>• Verify if the keyboard is set to the U.S. keyboard setting.</li><li>• Make sure no obstructions are wedged in the keyboard.</li><li>• Drop off device and charger to I.T. Service Desk for repairs/exchange?</li></ul>
Touchpad doesn't respond.	<ul style="list-style-type: none"><li>• Try using a wired USB mouse.</li><li>• Drop off device and charger to I.T. Service Desk for repairs/exchange.</li></ul>
My screen is damaged/cracked	<ul style="list-style-type: none"><li>• Drop off device and charger to I.T. Service Desk for repairs/exchange.</li></ul>
I am getting a message "Chrome OS is missing or damaged."	<ul style="list-style-type: none"><li>• Drop off device and charger to I.T. Service Desk for repairs/exchange.</li></ul>



<p>My chromebook crashes or freezes.</p>	<ul style="list-style-type: none"><li>• Turn off your Chromebook, then turn it back on.</li><li>• Close all your apps and browser windows.</li><li>• If a specific tab in your browser causes your Chromebook to crash or freeze, hard refresh the page: Ctrl + Shift + r.</li><li>• If you've installed any new apps or extensions recently, <a href="#">uninstall them</a>.</li><li>• <a href="#">Reset your Chromebook</a>.</li><li>• <a href="#">Recover your Chromebook</a>.</li></ul>
<p>I get an “Aw, Snap” message.</p>	<ul style="list-style-type: none"><li>• Try the following fixes <a href="#">Fix "Aw, Snap!" page crashes and other page loading errors - Android - Chromebook Help</a></li><li>• Contact Service Desk for assistance.</li></ul>