

## Digital Learning Troubleshooting and FAQs:

**What happens if the website or online learning tool my student needs to use isn't working?**

- Try refreshing the page: Some resources may be experiencing high traffic volume over the next few weeks.
- Try a different browser: Chrome, Edge, Safari, etc.
- Check your internet connection.
- Try to re-start your device and check your device for updates.
- Try a different device: Sometimes programs work better on desktops than tablets if you have other devices to try.

**Office 365 Information from Instructional Technology:**

<http://www.cobbk12.org/centraloffice/InstructionalTechnology/CR/Microsoft/StudentsParents.aspx>

**What happens if my student doesn't remember their computer password or other login information?**

- Check your teacher's blog for updated login information.
- Check the online resource sheet which was sent home with your student on Friday, March 13, 2020 for usernames and passwords. The online resource sheet is also posted [here](#) for your convenience.
- Reach out to your student's teacher.
- Reach out to Mrs. Zimmerman, Library Media Specialist:
  - [karii.zimmerman@cobbk12.org](mailto:karii.zimmerman@cobbk12.org)