Parents/Guardians & Students. Now that most students attending Oquirrh Hills Middle School have checked out Chromebooks for school study from home, here is a list of troubleshooting steps to ensure proper function.

1. Ensure the students are connecting to Wi-Fi at the login page in the lower right-hand corner

of the Chromebook BEFORE Logging in

2. Check your Wi-Fi Signal Strength and Internet Speed.

3. If you are using parental or consumption controls, please allow the Chromebooks to have full

access, as our security software will manage the units as if they were on school grounds.

4. If a Chromebook refuses to connect or stay connected to a home Wi-Fi network, then you

will need to take the Chromebook in range of the school's Wi-Fi Network (JSD_Staff) and

connect. Once connected, have your student log into the Chromebook, and open a Chrome

Web Browser. Enter the following URL: chrome://policy. Once on this page, click Reload

Policies. See the below screenshot:
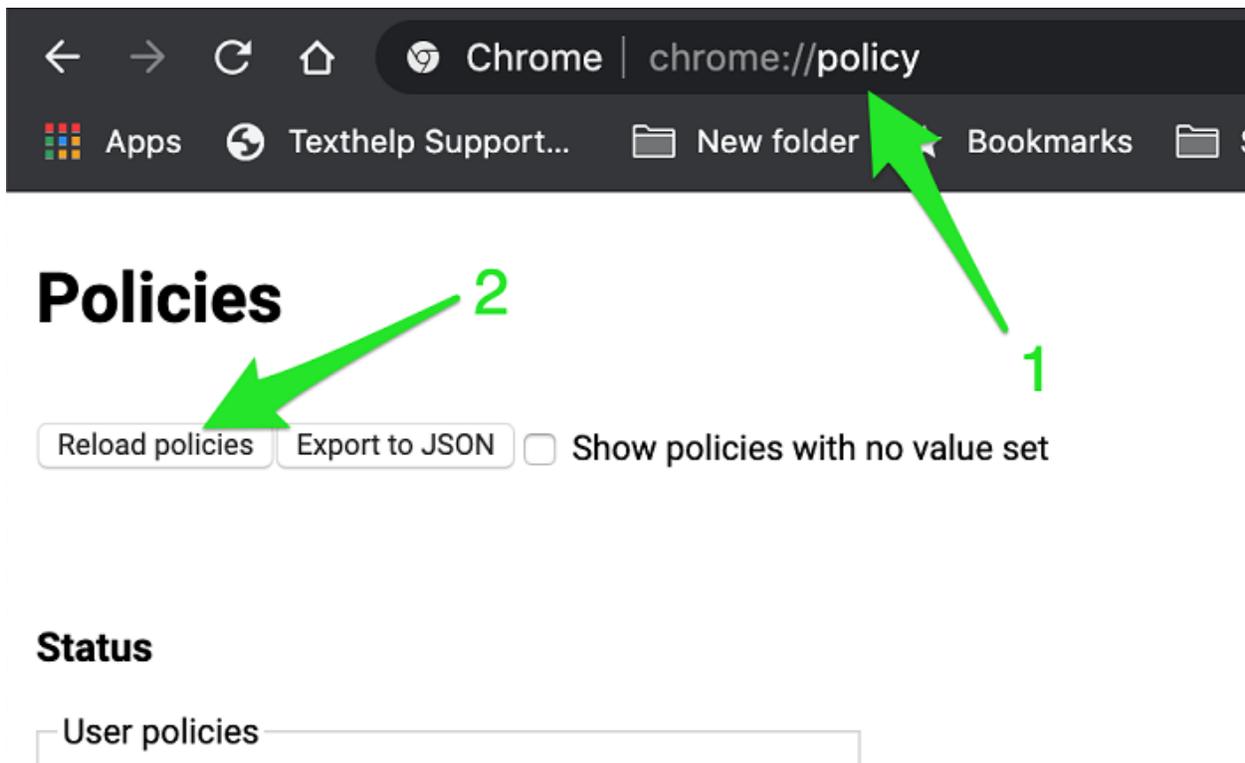
5. Reboot the Chromebook and connect to a Non-School Wi-Fi Network. If possible, we suggest using a cellular hotspot, if you have a cell phone and carrier that supports this service, or another safe open Wi-Fi network.

6. Proceed to have the student login, and attempt to pull up Canvas, Google Classroom, Skyward, and any other necessary tools for learning.

7. If the Chromebook stays connected, but your student cannot access Canvas, Google Classroom, or Skyward please call the Jordan District I.T. Help Desk at 801-567-8737.

8. If the Chromebook still will not stay connected to a non-school Wi-Fi Network, please proceed to the school office after 8 am Mon-Friday to have a different Chromebook issued, and proceed to test again using the previous steps.

If you are still having trouble while being able to connect to your home Wi-Fi, which is not about log in access to systems please do the following:

1. If this is regarding access to a class, or materials that a teacher has published and made available to students online, please reach out to the teacher. If you are unsure how to connect with the teacher, please use the following link to the Staff information for Oquirrh Hills Middle: http://oquirrhhillsmiddle.org/faculty-staff/

2. If Technical issues persist, please email todd.vanpatten@jordandistrict.org. Please include all troubleshooting steps are taken, screenshots, and any other details specifically related to the issue, and your contact information. Todd will address these issues as quickly as possible being remote from home.

Thank you for your patience and assistance ensuring your students continued education from all the staff at Oquirrh Hills Middle School.

Thanks

Todd Van Patten
OHMS Tech Guy