
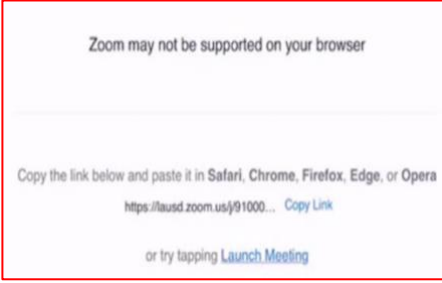





Los Angeles Unified School District Troubleshooting Tips



Here are a few troubleshooting tips for common technology issues.

#	Known Issues	Solution
1 Student Action	<p>If students see this on an iPad...</p> 	<p>Students should follow these directions.</p> 
2 Student Action	<p>If students see this on an iPad...</p> 	<p>Students must not use the “Schoology app.”</p> <p style="text-align: center;">  </p> <p>Solution: Students may use the “LAUSD Schoology app”  </p> <p style="text-align: center;">or</p> <p>Students should use the Safari browser and type in lms.lausd.net,  </p> <p>sign in with single sign-on, go to your course, and click on your zoom link.</p>
3 Student Action	<p>If students could not see the Zoom app on the iPad...</p> 	<p>Beginning Thursday, August 20, all iPads should have the Zoom Applications downloaded on to them.</p> <p>If students do not see the app, suggest to families to turn the device off, wait a few seconds, and turn it on again.</p> <p>If the app does not automatically install, then students may go to the App catalog, locate the Zoom app, click on it, and it will install on the desktop.</p> 