# FCS FAQ & Trouble-shooting Technology Tips For Parents/Students

We've included a number of frequently asked questions and trouble-shooting tips for technology for FCS At-Home Students. They are divided into sections pertaining to each type of technology issue. *Please check this page any time you have issues as we plan to continually update it based on new issues encountered.*

**Login Issues**
1. If you have never logged in to Canvas before, you will need to do the following:
   - Enter your username in the EMAIL box on the Canvas login page (https://fcsva.instructure.com/). Your username will either be 1) the username you've used previously when logging in FACTS/RenWeb or 2) an assigned username that we've given you, which will consist of the first initial of your first name and your last name (all lower case)(e.g. cgarland).
   - Enter your password in the PASSWORD box on the Canvas login page, which will consist of the letters "FCSLMS" and your last name, properly capitalized (e.g. FCSLMSGarland).
   - If you still cannot log in, please contact Cathy Garland via text at 229-460-3259 or via email at cgarland@fcsva.com.
2. If you have logged in to Canvas before, but your username or password do not seem to be working, please make sure your CAPS lock is off and try again.
3. If you still cannot get in, please click the Forgot Password link on the Canvas login page. It will then ask for the email associated with your account in order to send you a reset link. Navigate to your email, click the reset link provided, and select a new password.

**Zoom/Live Class Issues**

1. Zoom won't load
   - Note: If you have clicked on the link to load Zoom for the first time, you may have to let Zoom load software on your computer or allow it to load through your browser. If it doesn't seem to finish loading, after several minutes, go back to the original link and try to load it again. If it fails again, copy the link and past it into a Chrome or Firefox browser tab, then click "Enter."
   - If Zoom loads but never brings up the window to see your teacher, look for a blue camera icon in the bottom of your screen. Click on it to open the window.
   - If your browser refuses to load Zoom, please type www.google.com into your browser window and then click "Enter." If it loads the Google search page, then your internet is up. If it does not load the Google search page, then your internet is down and needs to be reset. You may need to call your internet provider to get

it reset from their end, but usually simply unplugging and plugging in your router (the device that creates wifi in your house) should work.

2. Zoom has audio issues
   - If you can see your teacher but cannot hear them, please chat to the teacher in the Zoom chat box (if enabled) to let them know you cannot hear them.
   - If others on the Zoom are giving the "thumbs up" that they *can* hear the teacher, but you cannot, then you will need to find your device's speakers to turn them on or up. Alternatively, you can switch devices.
   - If no one on the Zoom can hear the teacher, the teacher will be prompted by the Tech Team to unmute themselves.
   - If you can hear your teacher, but they cannot hear you, it is likely that they have muted you and will need to unmute you if they wish to hear you. You cannot unmute yourself.
   - If the teacher's or other student's voices seem garbled, unclear, or it sounds like a robot is talking, this is usually an internet issue on your end. It may be that your internet bandwidth (the capacity for multiple devices to be on the internet at the same time) is taxed and cannot keep up with the demand Zoom makes on it. Turn off other devices if possible or put them on "airplane" mode. Every device ranging from smartphones to TVs task the internet bandwidth in your home.

3. Zoom is freezing
   - If the video of the teacher freezes and does not unfreeze after a minute or so, please call the FCS Offices at (540) 769-5200 to let Mrs. Moslow know who your teacher is, what grade you are in, and your name.
   - If the video of the teacher freezes and unfreezes intermittently and does not get better after several minutes, this is usually an internet issue on your end. It may be that your internet bandwidth (the capacity for multiple devices to be on the internet at the same time) is taxed and cannot keep up with the demand Zoom makes on it. Turn off other devices if possible or put them on "airplane" mode. Every device ranging from smartphones to TVs tax the internet bandwidth in your home.
   - If the video of other students freeze but not the teachers, then it is likely an internet issue on their end.

4. Zoom says it's waiting for host
   - If you are early or your teacher is unavoidably detained, this message will appear until the teacher starts the Zoom meeting. Please check that you are in the right Zoom session. After ten minutes have passed, please call the FCS Offices at (540) 769-5200 to let Mrs. Moslow know who your teacher is, what grade you are in, and your name. The Tech Team will check with the teacher.

5. Zoom says it's waiting for host to let me in
   ○ If it is time for you to join the live Zoom, but it says it is waiting for the host to let you in, please call the FCS Offices at (540) 769-5200 to let Mrs. Moslow know who your teacher is, what grade you are in, and your name. The Tech Team will let the teacher know immediately.

6. Zoom recording won't play
   ○ If your teacher has posted a Zoom video link or video within a video player to watch, but it will not load on your computer, please try the following steps:
      i. Confirm your internet is up (To do so, navigate to Google.com. If it comes up, your internet is up. If it does not come up, your internet is down.).
      ii. Try a different browser.
      iii. Look for any pop-up messages and allow videos to play in your browser.
      iv. Try downloading the video to your computer to watch offline. (For some browsers, this is a right-click and Save As, in other browsers, this might be simply clicking on the link and selecting to download to the computer.)

7. Can't find Zoom recording
   ○ If your teacher has communicated that a video has been posted and should be reviewed, check your course Home link for assignments containing videos to watch. If you cannot find it, please use the Canvas Inbox to email the teacher.

8. Got kicked out of Zoom recording
   ○ If the Zoom meeting suddenly, the most likely culprit is your home internet suddenly dropping your connection.
   ○ To reconnect, first make sure your internet is working by going to Google.com. Then navigate to the Canvas site (https://fcsva.instructure.com/), log in again, click on your course and the Zoom link you had been on previously. It should give you a JOIN button or allow you to join again.
   ○ However, if you get an error saying that you are already on a Zoom and the Zoom has not ended, then it is likely that the Zoom got minimized. Try to locate the minimized window.
   ○ If the error allows you to end your previous session and join again, that will be fine as well.

**Zoom Issues Contact Info:**

If you are supposed to join a live Zoom session but the teacher has not let you in, please call the FCS Offices at (540) 769-5200, hit the option for operator, and inform Mrs. Moslow/receptionist who your teacher is, what grade you are in, and your name. We will immediately notify the teacher.

If you were in a live Zoom session but experienced issues and were not able to use the above trouble-shooting options to solve them, please call the FCS Offices at (540) 769-5200 and ask to be connected to a Tech Team Member. You may also text 229-460-3259 if you cannot get through to the above number.
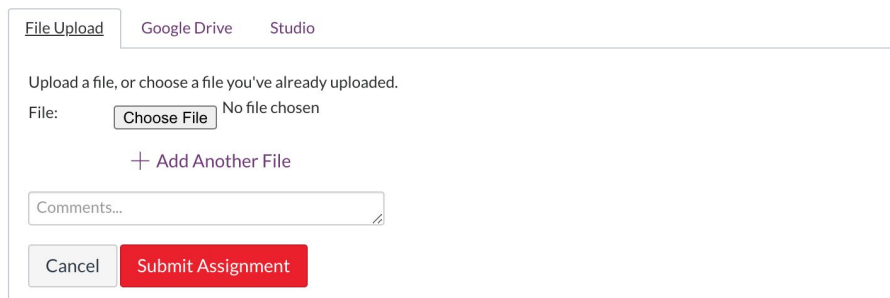
**Playing Video Issues**
1. If your teacher has posted a video link or video within a video player to watch, but it will not load on your computer, please try the following steps:
    ○ Confirm your internet is up (To do so, navigate to Google.com. If it comes up, your internet is up. If it does not come up, your internet is down.).
    ○ Try a different browser.
    ○ Look for any pop-up messages and allow videos to play in your browser.
    ○ Try downloading the video to your computer to watch offline. (For some browsers, this is a right-click and Save As, in other browsers, this might be simply clicking on the link and selecting to download to the computer.)

**Turning In Assignment Issues**
1. If your teacher has requested you turn in an assignment via Canvas, you will not need to send via email or Canvas Inbox. Assignments within Modules have their own "inbox" to send your completed assignments to the teacher. Click on Modules, navigate to the assignment, click the SUBMIT ASSIGNMENT button:

    Submit Assignment

    Use the submission box to send your completed assignment from your computer into Canvas:

    File Upload    Google Drive    Studio

    Upload a file, or choose a file you've already uploaded.
    File:    Choose File    No file chosen
        + Add Another File

    Comments...

    Cancel    Submit Assignment

**Canvas/LMS Issues**
1. If you have issues with Canvas, the LMS used by FCS, please contact Cathy Garland at cgarland@fcsva.com or at 229-460-3259. You can also click the Help link within Canvas for all your help options.
2. Please make sure to avail yourself of the Exploring Canvas course created for students and parents on Canvas. If you do not have access, please let Cathy Garland know.

3. If you cannot see all your courses in the Tile View on the Dashboard, it means that you have more than 20 courses, which is the limit for the Tile View. You can either click on the three-dot button in the top-right corner and switch to a List View or click on the Courses icon on the far left menu, then click All Courses.
4. You can "favorite" courses such as your student's homeroom courses to customize which courses show on your Dashboard. To do so, click on the Courses icon on the far left menu, then click All Courses. In the list, click the star icon to the far left of each course you'd like to show as a favorite.
5. If you are seeing blank screens or not able to click links (happens more often on Mac products using Safari browsers or Laptops using Explorer browsers), switch to a different browser or upgrade your current browser to the latest version.

**FACTS/RenWeb Issues**
1. If you have issues with FACTS/RenWeb, the student information system used by FCS, please contact Rebecca Ridge at the FCS Offices: (540) 769-5200, ext. 218.