VIRTUAL LEARNING FAQ   by the MCSD Technology Department

I forgot my password to my Chromebook/Gmail.
Please notify your teacher to contact IT, or call the IT Office number below.

My password was reset for my Chromebook. Now it is asking for my old password.
When it asks for your old password, click the "Forgot Password" link. You will get a warning about losing local data. Click to "proceed anyway." Your files will still be in Google Drive.

I forgot an iPad application password or am having trouble with one of the apps.
Please contact your teacher. Teachers (not IT) set passwords for iPad applications. Some apps/sites may require use of Chrome instead of Safari. The Site ID for iRead is h100007167.

My device is not working.
Please power off the device. Leave it off for a minute or two, and power it back on. If this does not resolve the issue, please contact IT at the number below, to schedule an appointment to bring in your device.

I cannot join one of my classes (Google Meet video call).
If you are too early or too late, you will not be able to join. The teacher must start the class on Google Meet before any students can join. The Meet must still be in session or you cannot join. Please join at the exact class time that the teacher instructs you.

I cannot connect to the Internet.
Try turning off your computer's wi-fi and then back on. Ensure you are using the correct network password. Try resetting your home router. Contact your Internet provider for home network problems. You may also visit a local public hotspot for free Wi-Fi service. You may call the County Library to schedule an appointment to use their computers.

My class video (Google Meet) has poor video quality or connection problems.
Your home Internet connection is likely the issue. Try disconnecting other devices, such as computers, phones, and gaming devices. Close any unused Internet tabs. If you have other family members using the Internet, try taking turns. If you have a wired (ethernet) home computer, use it with your school account. Contact your Internet provider about your network.

I cannot hear sound on my Chromebook/speaker/earphones.
First, check the sound settings. Click in the lower right corner of the screen, where there is a row of icons. Check that the sound is not muted (megaphone icon) and the volume slider is turned up. Make sure that the audio output is correctly set to headphone or speaker, depending on which you want to use.

Can I work on Google Docs, Sheets, or Slides offline (when I am not connected to the Internet)?
Open your Google Drive. Click "settings" (gear icon) at the top right. Turn on the "Offline" setting by checking the box beside it. Or, you may right-click on the file in Drive, and choose" Available offline" from the menu. When you are back online, your files will sync and update.

Still have issues? IT Office - Phone: (864) 443-0191 / Email: helpdesk@mccormick.k12.sc.us.