

# **Sandridge School District 172 Remote Learning Troubleshooting Guide**

## **1. What device should I be using for remote learning?**

The District invests in every student having an operational laptop and this device is configured to best support on-line learning. Cell phones may not have the correct application available to run some learning functions and may quickly use up limits on data plans.

Please use the links or icons available on your District provided laptop, the applications are regularly updated and distributed to devices remotely to ensure optimal operation.

## **2. The audio or video is ‘cutting out’.**

- A. Wireless internet routers are most effective when a device is within 10 feet of the router. If you are many rooms away from your internet router, there may be interference that ‘breaks’ the data feed. Stay as close as you can to your home Wi-Fi source.
- B. Make sure as many devices as possible are ‘off’ your home network. During your instruction time, no one should be streaming Netflix, on online gaming with a PlayStation or Xbox. Cell phones should not be connected to the Wi-Fi network during instruction time. Real time apps use unnecessary bandwidth.
- C. Make sure your computer is plugged into a power outlet during remote learning instructional time as a dying battery can cut short and drop your connection.

## **3. I’m plugged in and near my Wi-Fi router and it’s still not working.**

Make a clean reboot of your laptop if connection issues continue after making sure you’ve done all of 1 and 2 above. Hold down the power button to shut off your device and then turn it back on.

## **4. I’ve tried everything and it’s still not working!**

Contact your teacher and they will guide you as to what your next steps should be.