

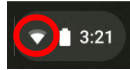


# Self-Help Guide



Use this guide when you are struggling with a problem that you're unsure how to solve. It will give you some basic reminders on actions you can do based on your issue. SAVE this guide to your Google Drive so you can easily view it any time.

## Technology Troubleshooting



- Did your wi-fi stop working?
  - Look in the bottom right-hand corner of the screen and click on the wi-fi icon. Disconnect from the network, wait at least a few seconds, and then reconnect. If this does not work within about a minute, repeat the steps a couple of times. If it still does not work, this indicates one of two things: the building/room internet is not stable OR you may need to go to the tech room.
- Unsure what to do on a Google Meet?
  - Google the specific issue or concept you would like to be able to do and look for a set of directions to help you. For example, if you need to know how to get the Meet to just focus on the teacher's screen, you could Google, "Google Meet focus on one screen." You're likely to get results that help within the first few sites that pop up.
- Is there something on Schoology that isn't working correctly for you or you're unsure of how to do something?
  - You can apply the same logic here and Google what you don't know to look it up. Likewise, click [here](#) for the official help site for students.
- Is there something that you do not know how to do on the computer/Chromebook, in general?
  - Consider your issue, come up with no more than a few key terms (the fewer the better), possibly add "how to" at the beginning, and then search it in Google.
- Having more than just basic tech problems?
  - Ask to go to the tech room to see if your Chromebook needs service.

## Classwork, Grades, and Communication

- Unsure of what your classwork is or where to look for it in a given day?
  - First, check Schoology. This varies teacher to teacher, but first, check the Updates section to see if there is a daily or recent post that can help you know where to look or what the class did on a specific day (maybe one you were absent on). Second, check the Schoology Class Materials section to find any files, assignments or assessments referenced. Third, if Schoology is down, check to see if your teacher e-mailed you to let you know what to do for a day. Remember to refresh your Gmail if you are waiting for an update e-mail.

- Do you need to quickly browse through a document that you're looking for a key word or phrase in?
  - Use the "Find" tool to search for a specific word or phrase you are looking for. It is case-sensitive, but it is a tool that can be used in Google Docs, Adobe Reader, and the Google Chrome browser (and more). Not sure how to access it in any of these apps? Google it! (Ex: search for, "find tool in Chrome")
- Have you looked in the spots referenced above and still can't quite find the work you need?
  - Communicate with your teacher, whether in-person or via e-mail if it's a last resort. Sometimes teachers make mistakes too, so if you have taken all the above steps, politely ask about what it is you are looking for while being specific and concise. If you are too vague, it becomes difficult to direct you where you need to be.
- Not sure where to look for due dates?
  - Remember to check the Schoology calendar and/or Skyward to check for due dates. If they are not listed there, double-check any handouts/assignments in question.
- Do you have a question about a grade or assignment in the grade book?
  - First, double-check the class syllabus to see what the main platform is for grades. It is likely Skyward for most teachers. Then, double-check the name of the assignment referenced on Schoology/in class and the name on Skyward to see that they line up. Lastly, if there is a number all the way to the right of an assignment, click on it to see the full comment a teacher left for you.
  - If you still have a question on a specific grade or assignment, use and be aware of this information before e-mailing a teacher about a grade. If you need to ask a question about it or think something was entered in error, again, be sure you are checking the correct grading platform and assignment first. Then, politely, specifically, and concisely e-mail your teacher about the grade/assignment.
- Need an example e-mail format to follow when reaching out to a teacher?

Scores						
Score	Grade	Spec Code	No Count	Miss	Absent	Cho Hist
92.31	A-					
82.17	B-					Click the number to see the full comment I have written for you on an assignment
*						
*						
*						
Comment: Excused						
0	F					
Comment: E-mail me after filling out Go						
0	F					
Comment: E-mail me after submitting to						
0	F					
Comment: E-mail me after submitting to						

### Email Etiquette - Sample Email

Stephanie Von Haden (gsdwi.org) ← *Recipient: Who you are sending your email to*

Research Paper ← *Subject: What is your email about?*

Hi, Mrs. Von Haden, ← *Greeting*

I am in your 5th period Comp. for College class, and I wanted to ask about switching my research paper topic to something different. Would it be okay to write on the topic of pollution? Please let me know what you think. ← *Body of your email. Short and to the point.*

Thank you, ← *Closing*

Jane Doe ← *Your name*