



| LEVEL 1 First sign of trouble | LEVEL 2 Get back into class | LEVEL 3 Device cannot find network | LEVEL 4 Device works but cannot access Google Classroom | LEVEL 5 Device works but cannot get to classroom apps | LEVEL 6 Looks like Chromebook is the issue |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------|------------------------------------------------------|
| Verify Chromebook is plugged in and charging | Use alternate device | Move closer to the router/modem | Try to log in again | Contact classroom teacher owner of application | Swap out Chromebook at IWA |
| | | Reboot router/modem | Verify your username and password and retry | | |
| Reboot Chromebook | Log back into your meeting | If at home, 'Forget' network and re-add it | Reboot Chromebook | | |
| | | Contact Internet Service Provider | Contact support@incarnatewordacademy.org | | |
| To Reboot Chromebooks | Most Chromebooks don't have a dedicated 'reset' button, so hold the 'refresh' button and tap the power button. On a Chrome OS tablet press and hold the Volume Up and Power buttons for 10 seconds. | | | | |