


Common Technology Issues with Student Devices

1. **Zoom link** – If a zoom meeting link doesn't work. Try these steps first:
Step 1 - Make sure your student is accessing all zoom meetings through their homeroom teacher's canvas page.
Step 2 – Check to see if the zoom app has been updated. If not, follow the directions [How to Update Zoom](#)
2. **Account Locked** – If your child accidentally types their username/password incorrectly several times, the laptop will lock. Wait thirty minutes for it to automatically unlock. If your child account is still unlocked, please contact Mr. Qureshi (qureshza@pwcs.edu) or Ms. Bruce (brucety@pwcs.edu).
3. **Camera no longer working** – Grades 3-5 students with HP Laptops, please check to make sure the lens cover latch is moved to the left or restart the device. Grades K-2 – with iPads, restart the iPad. If that doesn't solve the issue, please contact Mr. Qureshi (qureshza@pwcs.edu) or Ms. Bruce (brucety@pwcs.edu).
4. **Computer Domain** - If your child's device states that the domain is unavailable, this means the device won't be available for use. Please contact Mr. Qureshi (qureshza@pwcs.edu) or Ms. Bruce (brucety@pwcs.edu).
5. **Sound Issues** – If your child's device sound stopped working. Go the search bar at the bottom left-hand corner,

 type in "HP Audio Control" and see if the "master volume" is muted.

