A Few Self-Help Tech Tips to Try Before Filling out the DMS Tech Support Form

If your student is experiencing any tech difficulties, please try one of the self-help tips below. If this doesn't resolve the issue that your student is having, please go to the following link and fill out the online form, give as many details of the issue as possible. Someone will return your email as soon as possible. [DMS Tech Support Form](#)

- If Chromebook will not power on:
  1. Plug Chromebook into charger
  2. Hold down power and refresh buttons at the same time and count to 10
  3. Close the Chromebooks cover. Reopen cover and wait 15 seconds.
  4. If Chromebook doesn't power on, tap power button one time. Wait about 10-15 seconds to see if it powers on.
  5. If Chromebook still doesn't power on repeat the steps paying attention to what the lights by the power cord do so you can give that information on the Tech Help Form.
- If Schoology assignment will not open or gives an error.
  1. Sign out of your Chromebook.
  2. On the sign in page click on the small dropdown arrow next to student' s name. Select remove user, remove user.
  3. Sign student back into Chromebook.   (firstname.lastname@dpschools.org)
  4. Open Classlink, Schoology and reopen the assignment.
  5. If this does not help fill out the online tech support form and give as many details as possible, and someone will get back to you as soon as possible.
- If Chromebook camera will not work:
  1. Be sure that the shutter at the top of the screen is not closed over the camera.
  2. Be sure there is not a red x over the small camera icon in the address bar.
  3. If there is an error popup, be sure to mention what is says when you fill out the tech support form online.