

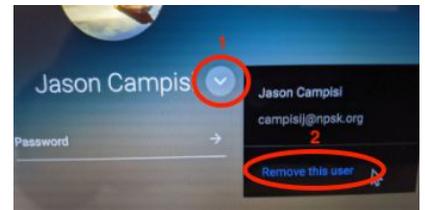
## Tech Cheat Sheet Guide for Students

### What to Do When this Happens with My...

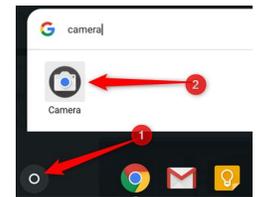
#### Chromebook

- **Won't Start Up** -Your Chromebook will not start up after you closed the lid: **Press for 1 second** 
- **Slowness** - Meet sessions are glitchy, WiFi signal is weak, websites are slow as a snail: **Press for 1 second** 

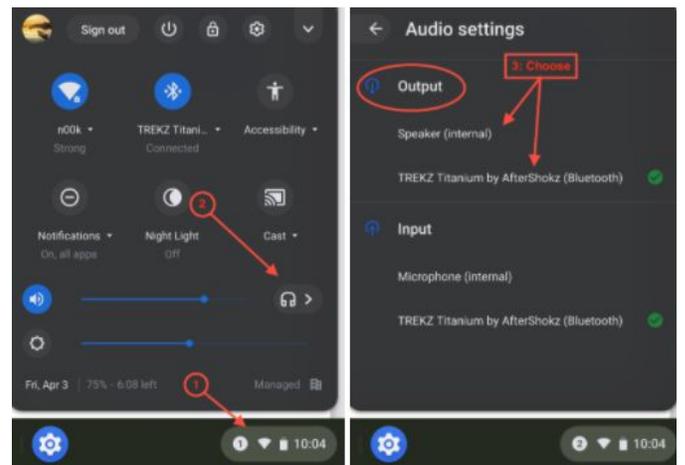
- **My sound is not working**, or My *microphone* is not working, *Video streaming* is not working, or Using the *mouse is glitchy*, or when I *press 1 key it types something else...*is there a quick fix? **YES!**
  - When you first turn on your Chromebook at the login screen move the mouse over your name and delete yourself.
  - Next, login fresh.



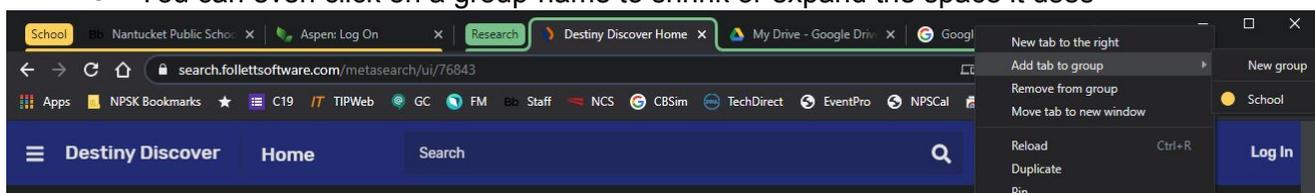
- Is there a way to **test my microphone and camera**? **YES!** Run the built-in Camera App. It stores pictures and videos in your Download folder found in the program the Files program.



- **How do I switch between my headphones and the Chromebook speakers?**
  - Click by the clock
  - You will see the volume controls
  - Click on the headphone icon 
  - Choose where you want the sound to come out of. The chrome or connected headphones/speakers

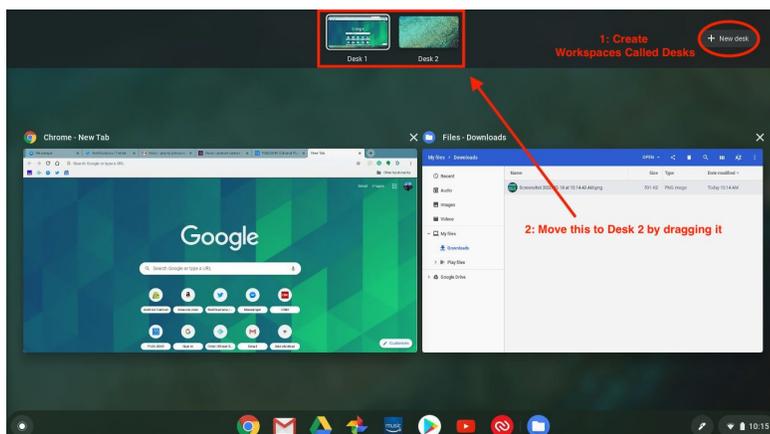


- **Chrome: Grouping Tabs** - I have many tabs open. Is there a way to separate them into groups?
  - **YES**, follow this [guide](#).
  - You can even click on a group-name to shrink or expand the space it uses



- **More Screen Space** - I need a better way to see what I am working with and organizing my workflow. **YES!** You can with virtual desktops.

- Press the Windowing key 
- Next press **+New Desk**
- Make as many virtual desktops as you like.
- With 2 or more Desks, you can drag anything that is open in your current Desk to a different Desks space Or just open something new in another Desk Space
- To see all your Desks press 
- Go [here](#) to learn more.



- **How do I capture a picture of the screen (screenshot)?**

- Press the **Shift + Ctrl + ** keys. You'll see a crosshair icon.
- Click and drag it until the part of the screen you want to copy is highlighted, and then let go.
- Screenshots are saved into the **Downloads** folder found in the program called Files.

## ASPEN

- **I want to reset my ASPEN password myself** and the **"I forgot my password"** link says to contact an admin. Is there anything I can do?

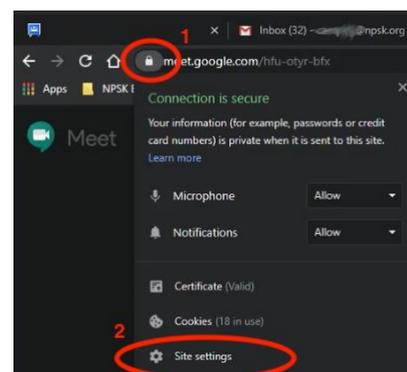
**YES!** Next time you are in your aspen account click on your **Name** at the top right corner and go into **Set Preferences** → **Security** now fill out the security questions and **press OK**.



## Google Meet

- **How do I force the microphone or camera to work for Google Meet** when it will not let me turn them on? **Site Settings** is the answer.

- Go to [meet.google.com](https://meet.google.com)
- Click on the  (lock) icon next to the url



- Set your mic and camera to **Allow**. When it is not shown below the lock, you might need to click on the *Site Settings* option to find it.
  - Note: this works for other websites, too.
  - **I keep getting kicked out** of Google Meet, how do I stop this? *Restart your device*. Updates to Chromebooks, Macs and Windows machines can make things act poorly when they are waiting for you to restart so it can update.
  - **I left a Google Meet session and now** I cannot rejoin my class; what do I do? *Email your teacher or send them a message* on [Google Chat](#). You are either stuck in a waiting room or they need to re-invite you back into the meeting as an allowed person to be there.
  - It would be nice **if Google Translate worked with Live Caption** (aka Close Captioning).
    - Video guides in [English](#) & [Español](#)
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## Schoology

- How do I **submit homework to Schoology from** my Google Drive?
  - Watch this short [video tutorial](#).

Student Login Site: [nantucket.schoology.com](http://nantucket.schoology.com)  
 Parent/Guardian Login Site: [app.schoology.com](http://app.schoology.com)

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## Internet & WiFi at Home

- **What can I do when My internet is slow or is not working?**
  - **Restart your computer** because Power cycling them can also fix wifi problems.
  - **Restart your Comcast/Verizon/Dish routers**. Power cycling them can also fix wifi problems. If it does not have a power button, then pull the power cord and wait until all the lights go out before plugging it back in. It will take up to 5 minutes to start up.
  - **If you have a WiFi network extender / booster** and the signal is gone or it is not working well
    - Unplug the power cord and plug it back in. It will take up to 5 minutes to fully restart.
    - These devices need to be placed where there is a strong WiFi signal *And* halfway between your router and where you are working. Please, make sure yours is placed within that range.
- **If this does not work**, then please call your internet service provider. They can help.

**Comcast Support** (800) 266-2278  
**Verizon Internet Support** (800) 837-4966  
**Dish Internet Support** (800) 333-3474

**You will need these things before you call**

1. The Account number
2. Your living address: how it is listed on that bill (sometimes it is written differently).
3. The name of the person who opened the account
4. Phone number on the account (unless you are calling from that phone)

**Local Comcast Office:** 1 Monomoy Rd, Nantucket, MA 02554 M-F open from 9am to 5pm

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## Nantucket Public Schools Tech Support

**Tech Staff** <https://www.npsk.org/page/399>

**We are reachable** if you need further assistance via

- IT's [GetHelp](#) support ticket system.
  - This uses your school email login to access it.
    - **Submit questions or problems**
      - It tracks all open requests.
      - When tech responds you will get an email about it. So, please keep a lookout in Gmail for our replies.
    - Tech related knowledge base guides can be found in [GetHelp](#), too.
  - A link to this is in your Chrome **NPSK Bookmarks**.
- [Google Chat](#)
  - Some of the lower grades do not have access to this.
- **If Parents/Guardians need tech help**
  - The [Parent ASPEN Help Desk Form](#)
  - Any other tech problem please email [helpdesk@nantucketpsd.gethelpss.com](mailto:helpdesk@nantucketpsd.gethelpss.com)