



# NEISD Chromebook Troubleshooting Guide:



# Fix Wi-Fi connectivity on your Chromebook

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**\*\*Some settings may have changed depending on your version of Chrome OS.\*\***



# How to configure your Home Wifi as the preferred Network: **Part 1**

If you have multiple Wi-Fi networks in your area, you can tell your Chromebook to prefer one network over another:

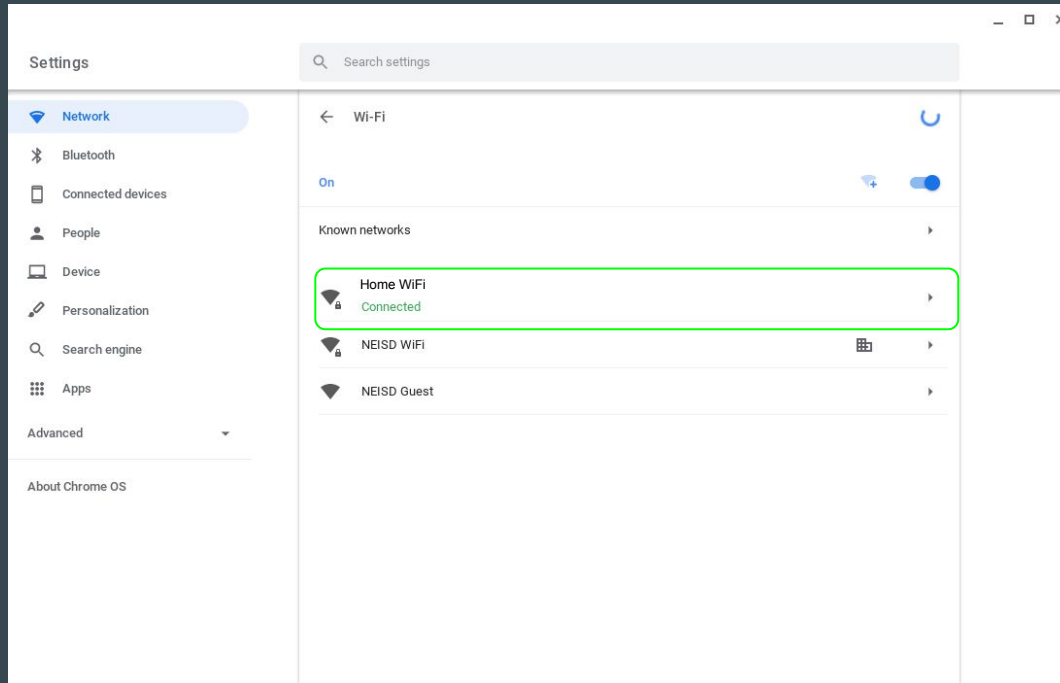
1. Make sure you're connected to your Home WiFi network or Hotspot.
2. At the bottom right, select the time.



3. Select Settings . 

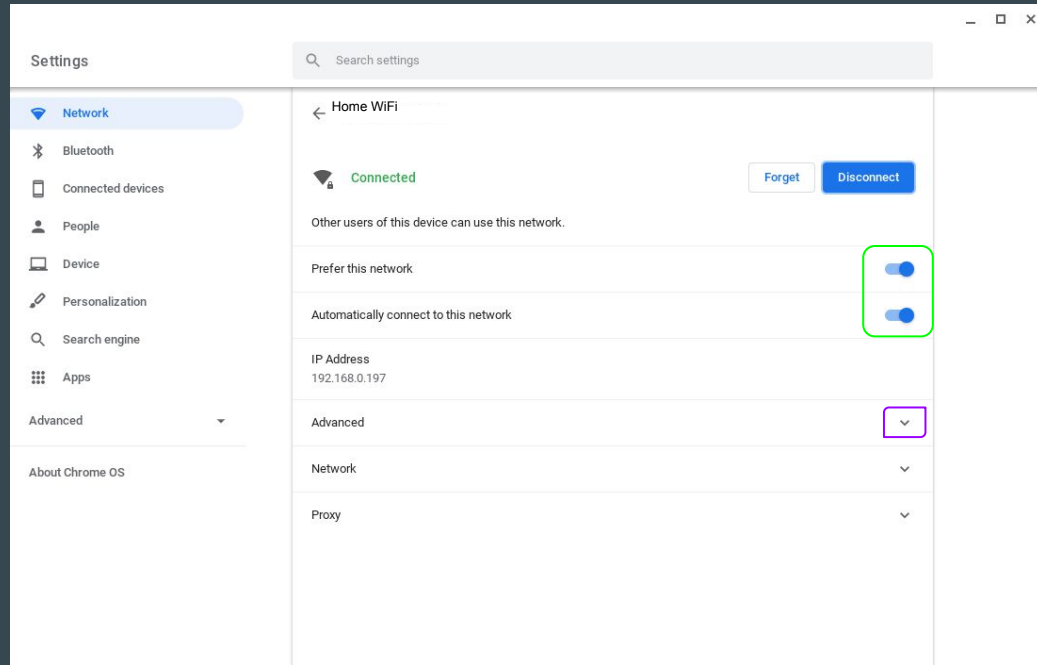
# How to configure your Home Wifi as the preferred Network: **Part 2**

4. In the "Network" section, *select your Home network* that is currently connected.



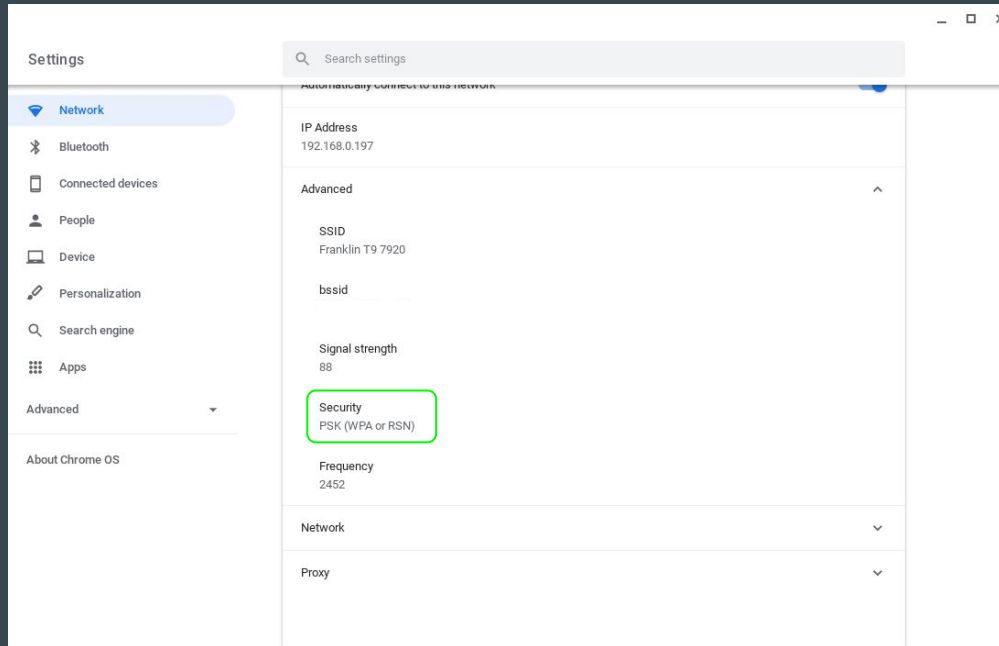
# How to configure your Home Wifi as the preferred Network: **Part 3**

5. Enable “Prefer this network” and “Automatically connect to this network” for your home Wi-Fi, tick switch to blue. Once enabled Click on the **advanced** drop down.





# How to configure your Home Wifi as the preferred Network: **Part 4**

6. On the next screen check your Security settings. Make sure they are set to PSK (WPA or WPA2), AES (WPA or WPA2), or TKIP (WPA or WPA2). *If your home network is set to WEP, please contact your Internet Service Provider to have them assist you with updating your Wireless security or home internet hardware.*





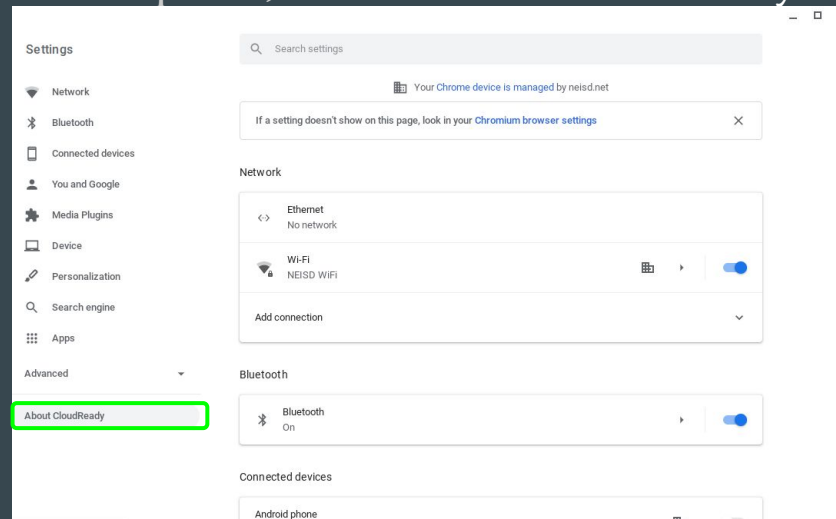
# How to Manually update Chrome OS:

1. Turn on your Chromebook.
2. Connect your Chromebook to WiFi.
3. At the bottom right, click on the time. 
4. Select Settings . 
5. At the bottom of the left panel, select About Chrome OS.
6. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
7. Select Check for updates.
8. If your Chromebook finds a software update, it will start to download automatically.
9. Once Updated select Restart.



# How to Manually update Chrome OS in CloudReady: Part 1

1. Turn on your CloudReady Chromebook.
2. Connect your Chromebook to WiFi.
3. At the bottom right, click on the time. 
4. Select Settings . 
5. At the bottom of the left panel, select About CloudReady.

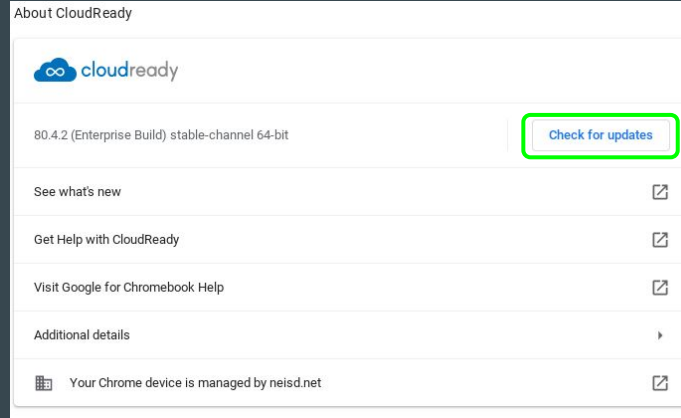




# How to Manually update Chrome OS in CloudReady: Part 2

6. Under "About CloudReady," you'll find which version of the Chrome operating system your Chromebook uses.

7. Select Check for updates.

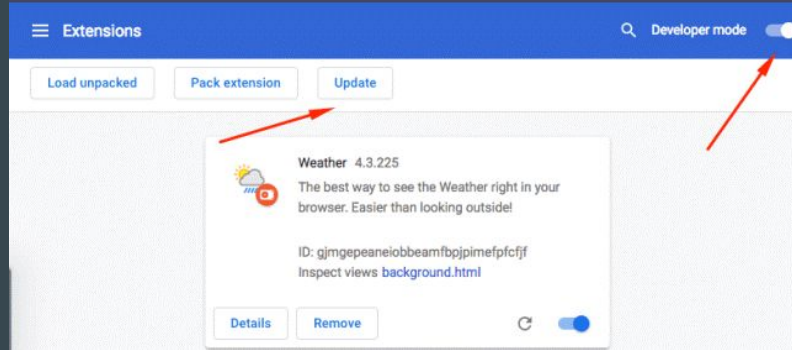


8. If your Chromebook finds a software update, it will start to download automatically.

9. Once Updated select Restart.

# How to Manually update Extensions in Chrome:

1. Open Google Chrome.
2. Click the ☰ Menu icon, in the top right corner, and choose More Tools->Extensions. *You can also type chrome://extensions in the address bar.*
3. On the top right corner of the extensions page, enable Developer mode.
4. Once developer mode is enabled you will see a new dropdown toolbar.

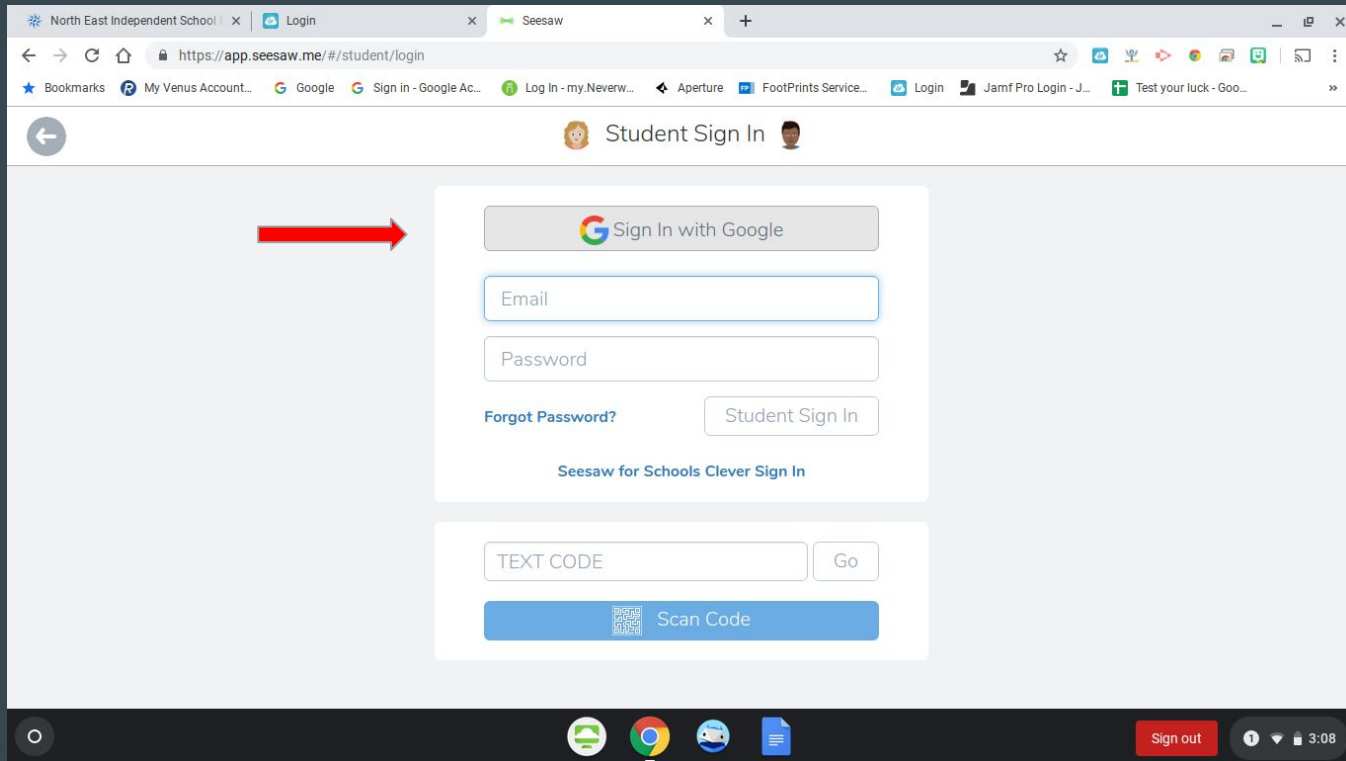


5. Select Update. *This will force update all installed extensions.*
6. After running the force update disable Developer mode.



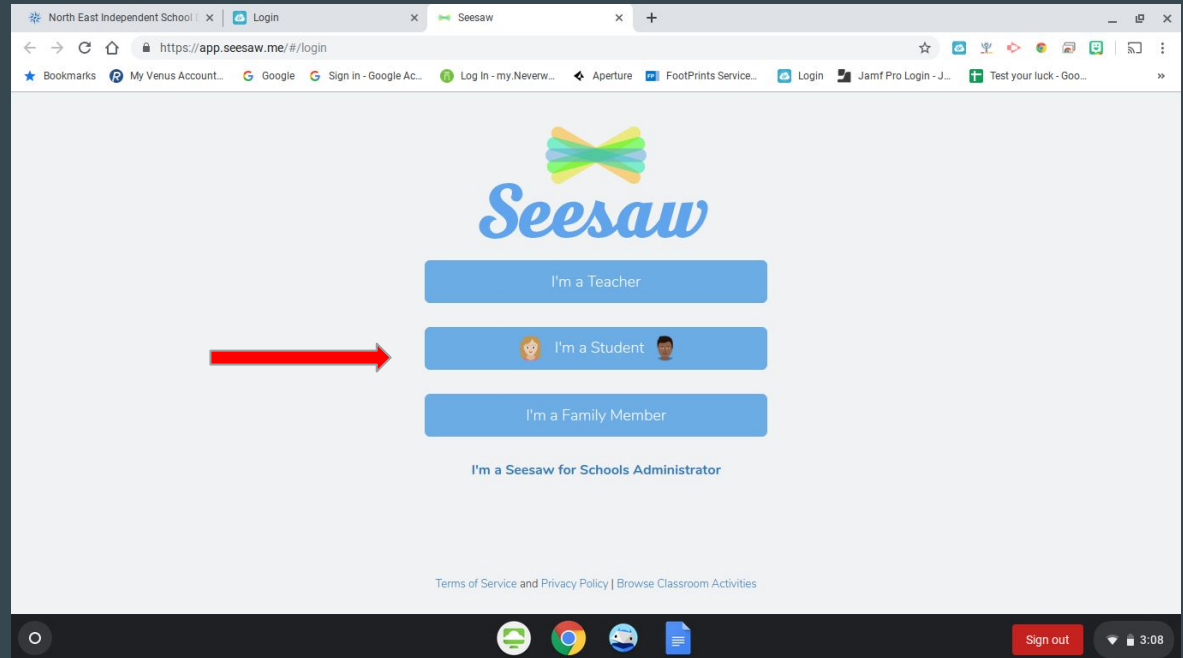
# How to Join a Zoom Classroom with SeeSaw: Part 1

1. Open Seesaw from the Launcher (circle on the left lower corner).
2. Sign in with Google



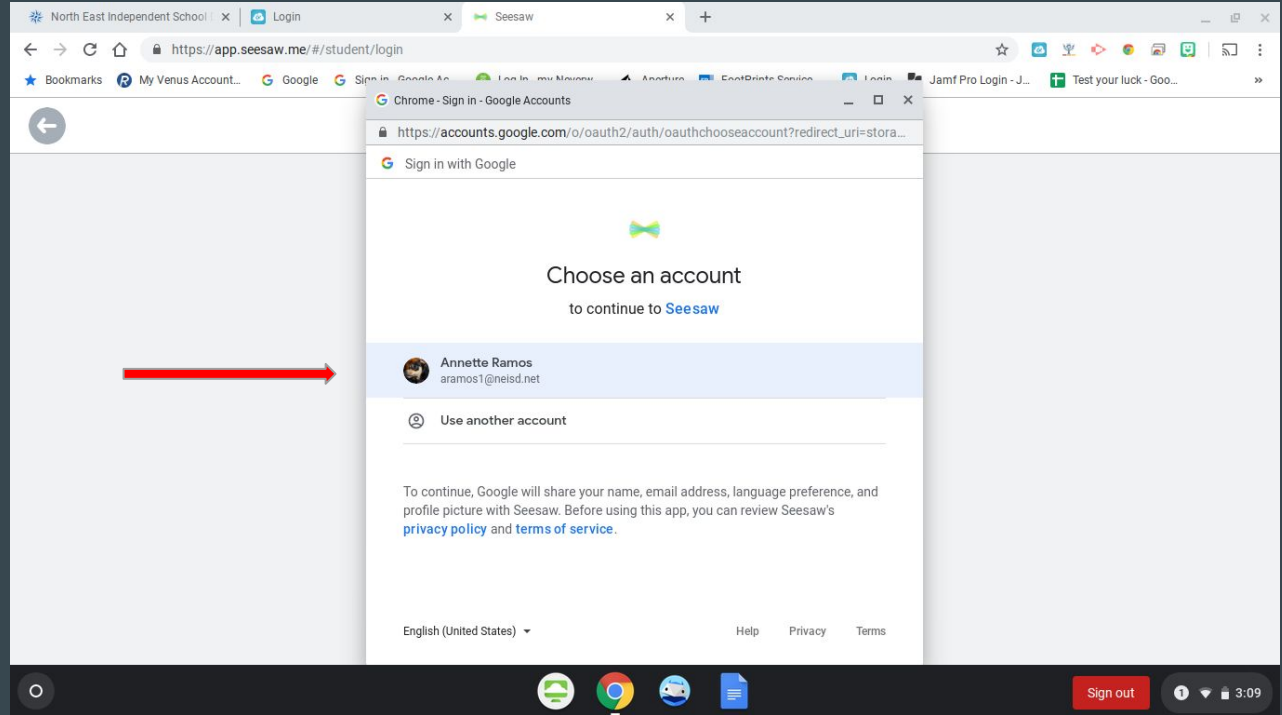
# How to Join a Zoom Classroom with SeeSaw: Part 2

Select I'm a Student



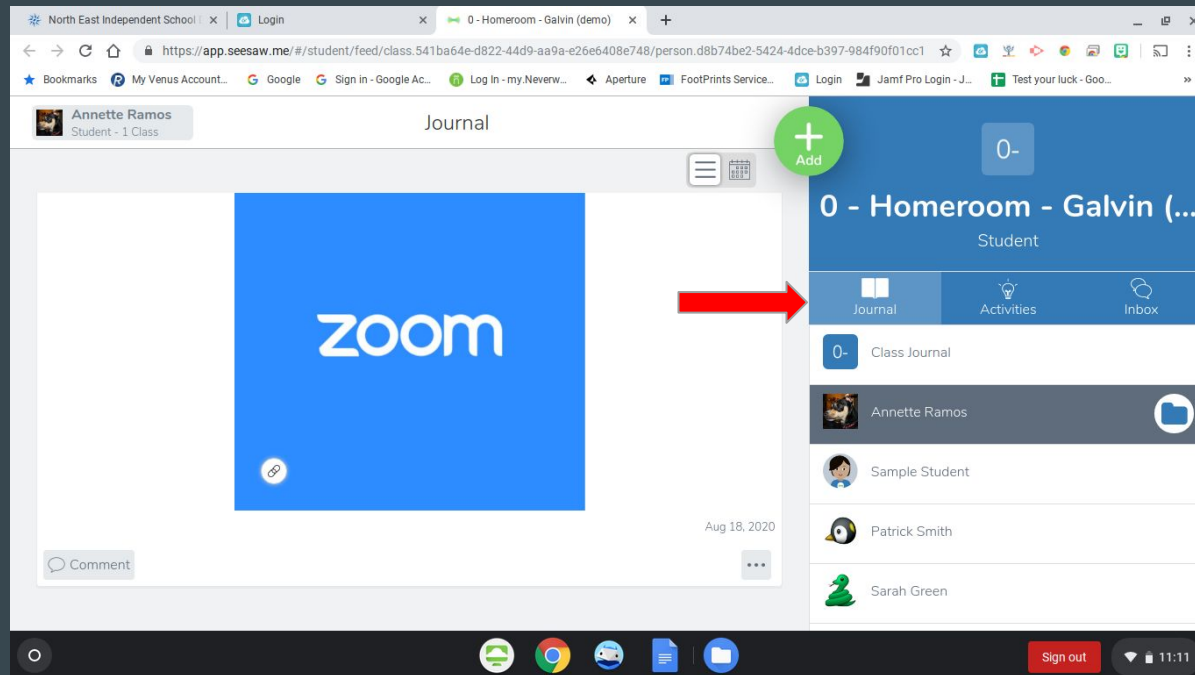
# How to Join a Zoom Classroom with SeeSaw: Part 3

Sign in with your NEISD  
Account



# How to Join a Zoom Classroom with SeeSaw: Part 4

Go to your Journal and select the Zoom Meeting.



The screenshot displays the SeeSaw Journal interface. At the top, the browser address bar shows the URL: <https://app.seesaw.me/#/student/feed/class.541ba64e-d822-44d9-aa9a-e26e6408e748/person.d8b74be2-5424-4dce-b397-984f90f01cc1>. The page title is "Journal" and the user is identified as "Annette Ramos, Student - 1 Class".

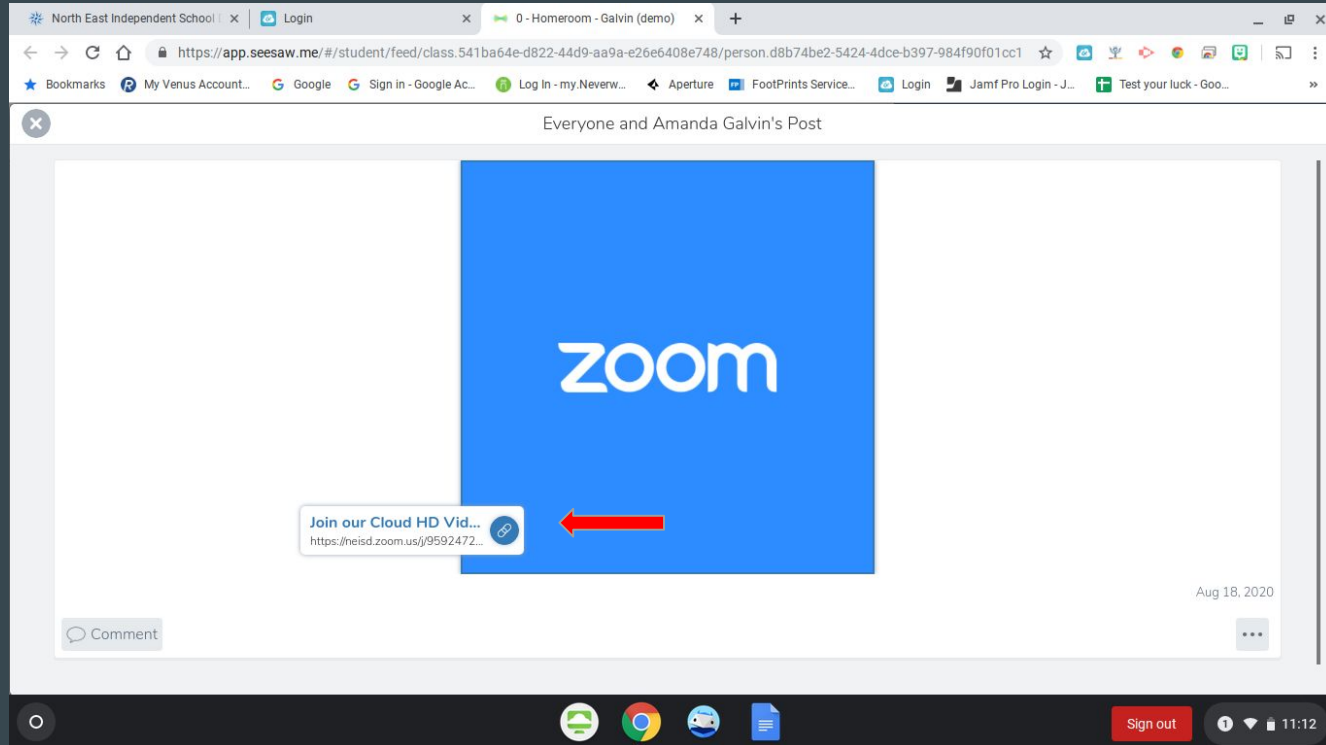
The main content area features a large blue square with the "zoom" logo in white. A red arrow points from the right side of the Zoom logo towards the right-hand sidebar. Below the Zoom logo is a "Comment" input field and a date stamp "Aug 18, 2020".

The right-hand sidebar is titled "0 - Homeroom - Galvin (...)" and "Student". It contains navigation tabs for "Journal", "Activities", and "Inbox". Below these are sections for "Class Journal" and a list of users: "Annette Ramos", "Sample Student", "Patrick Smith", and "Sarah Green". A green circular "Add" button with a plus sign is located at the top of the sidebar.

The bottom of the screen shows a mobile-style navigation bar with icons for home, search, and other functions, along with a "Sign out" button and the time "11:11".

# How to Join a Zoom Classroom with SeeSaw: Part 5

Click on the meeting link located on the lower left corner of the Zoom Box



# How to Join a Zoom Classroom with SeeSaw: Part 6

1. Make sure that “Always show video preview dialog when joining a video meeting” is checked
2. Click on Join with Video

