



Digital Learning FAQ

What to Do When Technical Issues Occur

Parents, students, teachers, and administrators are all working very hard to be successful with digital learning. When technical issues occur it can be very frustrating. Here are some frequently asked questions with answers and suggestions.

What should I do if Schoology access goes down or I am unable to access Schoology?

- The most important thing to do is keep a copy of the connection links for your Zoom meetings so you can make it to your digital class meeting.
- Remember that all online platforms are experiencing unprecedented digital traffic. **Schoology** is not only our learning management system, but a global leader with over 60,000 schools and 20,000,000 users. Demand is currently very high and sometimes that will cause access problems.
- If you are doing asynchronous work and Schoology performance is slow or you are unable to get in, relax and take a break for 10-15 minutes and try again. Hang in there. This is a new time for all of us!

My Class Meeting Links
 Student Name: _____
Students - please make a copy of this template and keep it in your Google Drive. If Schoology is not accessible you will still have access to your class meeting links. Google Meets is the district "Plan B" if Zoom is never accessible.

Period	Class	My ZOOM Links	My Google Meet Links
ZERO Hour			
Period 1			
Period 2			
Period 3			
Period 4			
Period 5			
Period 6			
Period 7			
Period 8			

Where should I store my class connection links to Zoom class meetings?

- Each class has a connection link for a Zoom meeting (primary) and a Google Meets (plan B). This link can be found in your Schoology course but it will not be accessible if Schoology is down. All students are encouraged to “bookmark” the link for each period and/or keep these links in a google doc. If Schoology is down these links will still be accessible to attend the class Zoom meeting. Students will also be given a template document in PE/Health classes to record all their class links for easy access.

What should I do if I lose my home internet connection during class?

- Call your internet provider and try to reconnect as soon as your signal is regained.
- Send your teacher an email as soon as you can so they know what your issue was.
- Work on your asynchronous assignments during your free time to stay current with your courses.

What should I do if I have a problem with my district issued Chromebook?

- Contact the IT department at your campus for assistance.
5488@helpdesk.schoolcode.com
 815-759-5137 (School Hours)

What happens if I lose connection to my class because of a loss of internet at school?

- This could be frustrating and result in the loss of a teacher or class connection. If this happens, wait for a few minutes and try to reconnect with your class.
- If your class ends and connection cannot be regained, use the balance of the time to work on your asynchronous assignments.

Where can I find information on area locations with WIFI and other WIFI options?

- Information on low-cost WIFI options and locations in McHenry with free WIFI can be found on the District 156 website at the following link.

<https://www.dist156.org/o/curriculum-and-instruction/page/access-to-wifi-outside-of-school-2>

What should I do if I do not have access to WIFI in the home or it is insufficient for digital learning?

- Contact your school counselor or school administrator to discuss options. MCHS has low-cost options as well as an alternative for free WIFI to families who are economically disadvantaged. MCHS wants to help every family bridge the digital divide and acquire WIFI for their home.