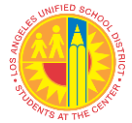
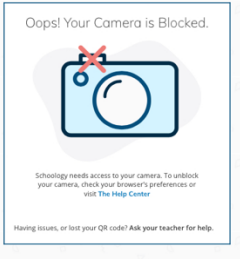

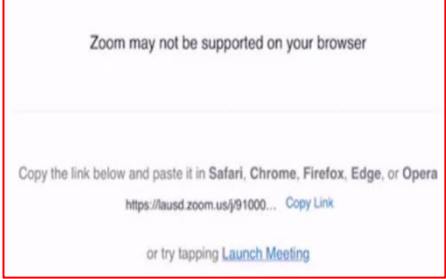










# Los Angeles Unified School District Troubleshooting Tips



Here are a few troubleshooting tips for common technology issues.

| #                | Known Issues  | Solution   |
|------------------|---|--|
| Student Action 1 | <p>If <b>students</b> see this on an iPad...</p>                       | <p><b>Students</b> should follow these <a href="#">directions</a>.</p>   |
| Student Action 2 | <p>If <b>students</b> see this on an iPad...</p>                      | <p><b>Students</b> must <b>not</b> use the “Schoology app.”</p>  <p><b>Solution:</b> Students may use the “LAUSD Schoology app”  </p> <p><b>or</b></p> <p>Students should use the Safari browser and type in <a href="https://lms.lausd.net">lms.lausd.net</a>,  </p> <p>sign in with single sign-on, go to your course, and click on your zoom link.</p> |
| Student Action 3 | <p>If <b>students</b> could not see the Zoom app on the iPad...</p>  | <p>Beginning Thursday, August 20, all iPads should have the Zoom Applications downloaded on to them.</p> <p>If students do not see the app, suggest to families to turn the device off, wait a few seconds, and turn it on again.</p> <p>If the app does not automatically install, then students may go to the App catalog, locate the Zoom app, click on it, and it will install on the desktop.</p>     |