Problem - Chromebook Login Screen just Spins

Description - Computer never has the option for student to log-in to Chromebook. It just spins.
Solution - Check the date and time on the Chromebook (weird, but it happens) -- make sure it’s up to date and restart

Problem - Adjusting Sound in the SecureApp

Description - Keyboard controls don’t work in SecureApp
Solution - close secure browser, adjust volume settings, and reopen
Follow step 2 in CAASPP Testing on Chromebooks

Problem - AirTest Secure App Does Not Appear in Apps

Description - when student clicks on “Apps”, AirSecure Test does not appear
Solution - The operating system is out of date. Include Cart and Device # in Helpdesk Ticket and we will respond as soon as possible

Problem - White screen of death

Description - No text or images appear on screen, keyboard and touchpad may be unresponsive
Solution - Hold power button down to turn off. Hold down again to turn on

Problem - Test sign-in screen won’t load

Description - Bandwidth occasionally limits connection to testing software -- white screens, not fully loaded screens, non-functioning buttons, etc.
Solution - Ctrl-Alt-S may take you back to sign in screen or else hold power button to turn off. Hold again to turn on.
Problem - Testing software asks for Google Login Credentials

Description - Instead of testing screen, computer asks for Google login credentials
Solution - enter district email and password
*in the secure browser, student accounts are NOT automatically appended
“@wusdstudents.org”*
Or, hold power button down to turn off. Hold down again to turn on
Problem - Apache Server Error

Description - After google login, screen shows HTTP Status 400
Solution - hold power button down to turn off. Hold down again to turn on. Login to chromebook to test internet connection, the log out and retry AIRSecureTest
Problem - American Institute for Research Screen

Description - Testing software asks for state
Solution - select “California” and click “OK”

Problem - Tricycle Guest Login Screen

Description - Student has accessed “guest access” in the practice and training site
Solution - click “close secure browser” and open back up
Problem - Screen is Black, Pink, Grey, or Blue

Description - The screen appears a different color but with all the correct information
Solution - The student has chosen a different color -- it will revert to normal once the student completes the sign-in process

Problem - Google Error Message “Confirm Form Resubmission”

Description - Google’s Error unhappy face pops up with a message
Solution - Hold power button down to turn off. Hold button again to turn on.

Problem - Student Chooses the Wrong State on the Initial Login

Description - Student doesn’t choose California and displays a different state’s AIRSecureTest App Login Screen
Solution - Click the waffle in the upper left corner and choose California
Problem - Chrome OS/Browser Unsupported

Description - error message saying that Chrome OS is unsupported
Solution - The operating system is out of date. Include Cart and Device # in Helpdesk Ticket and we will respond as soon as possible