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## 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

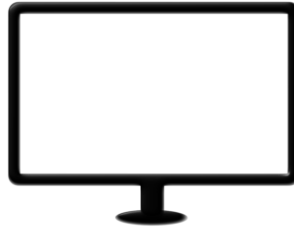
Follow step 2 in [CAASPP Testing on Chromebooks](#)

## 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

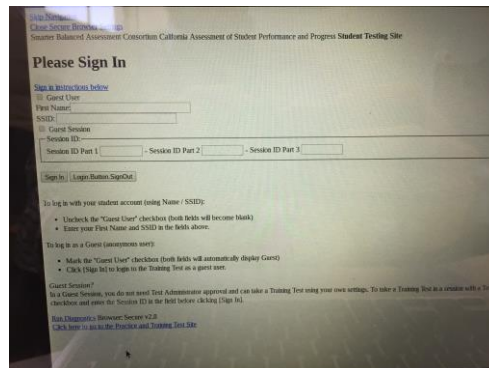
## Problem - White screen of death



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

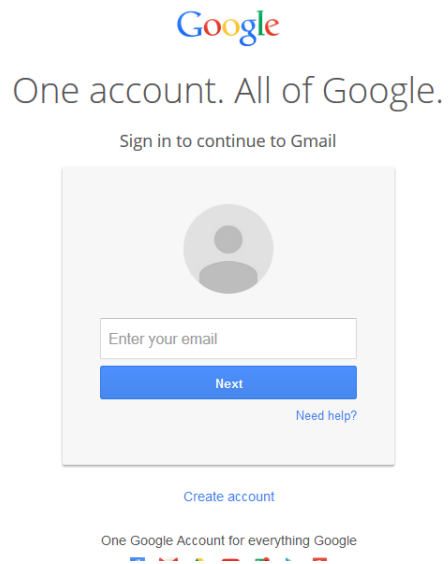
## Problem - Test sign-in screen won't load



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

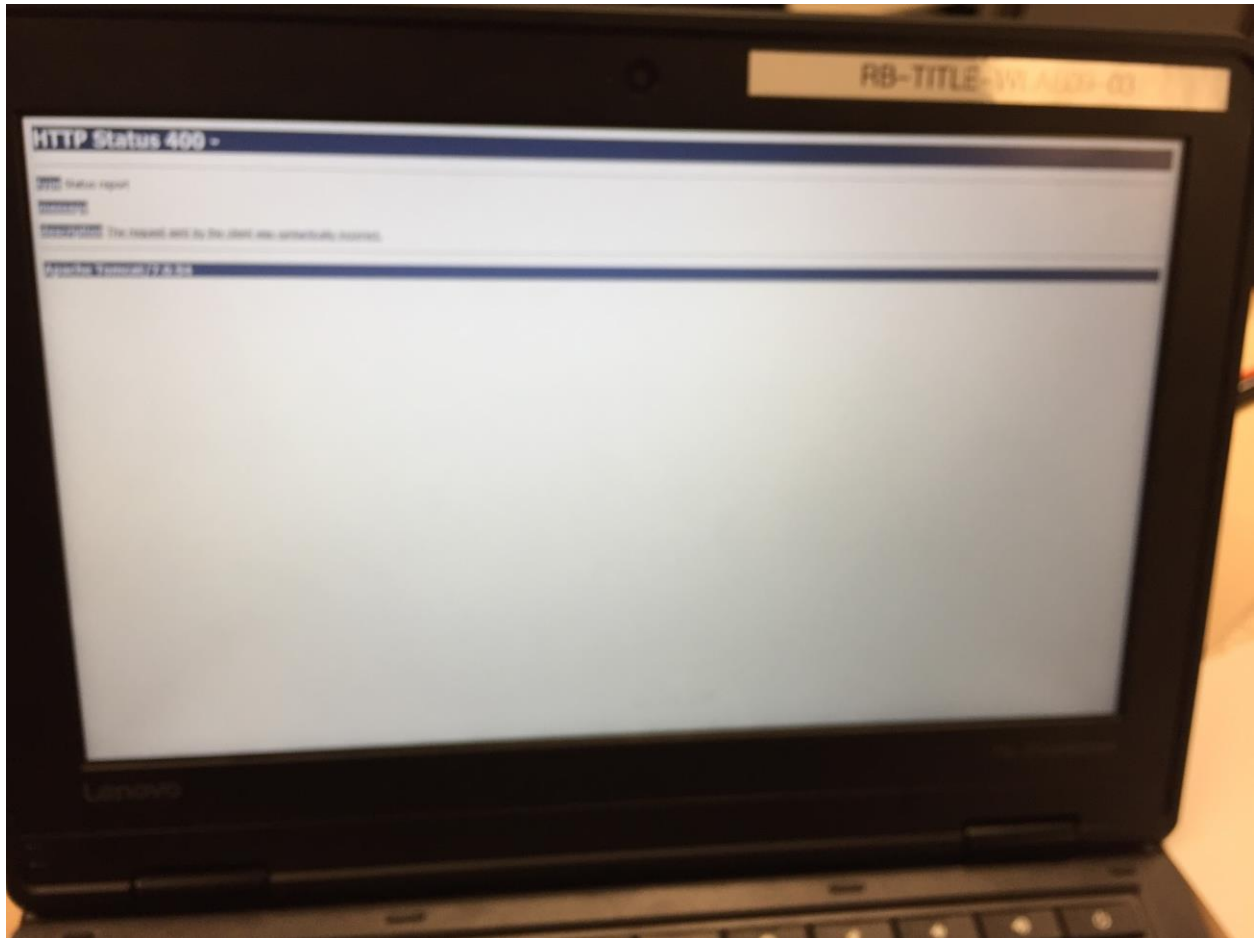
Solution - enter district email and password

\*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

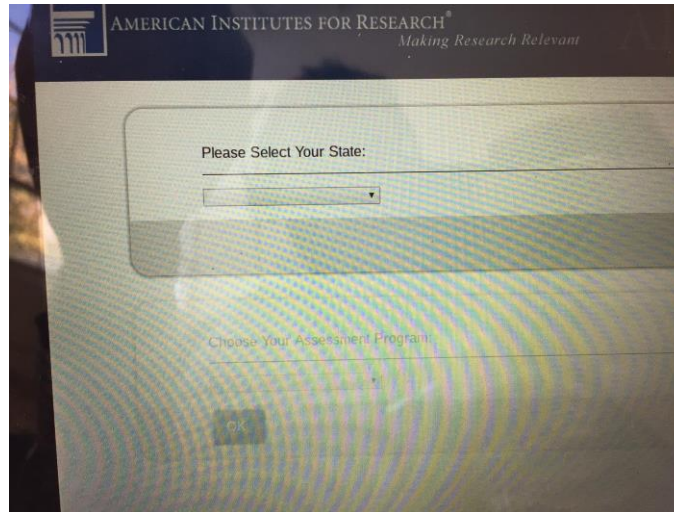
## Problem - Apache Server Error



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

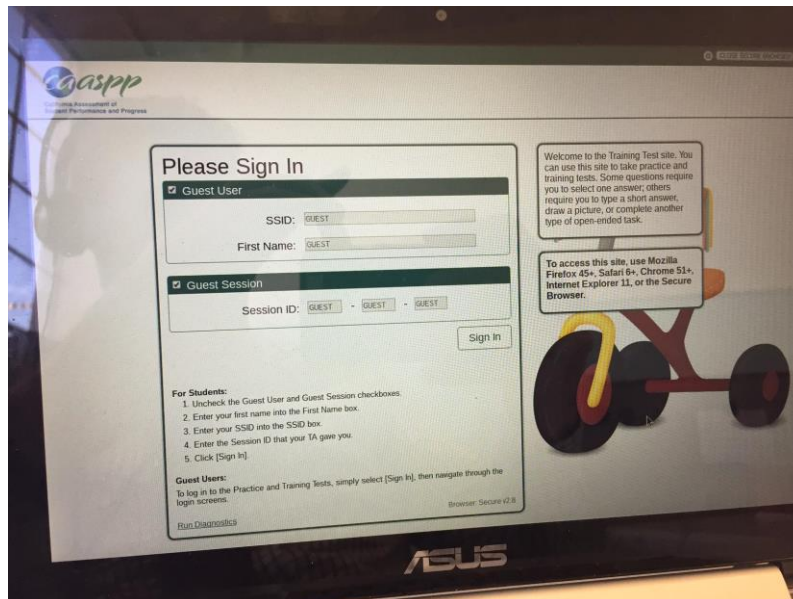
## Problem - American Institute for Research Screen



Description - Testing software asks for state

Solution - select "California" and click "OK"

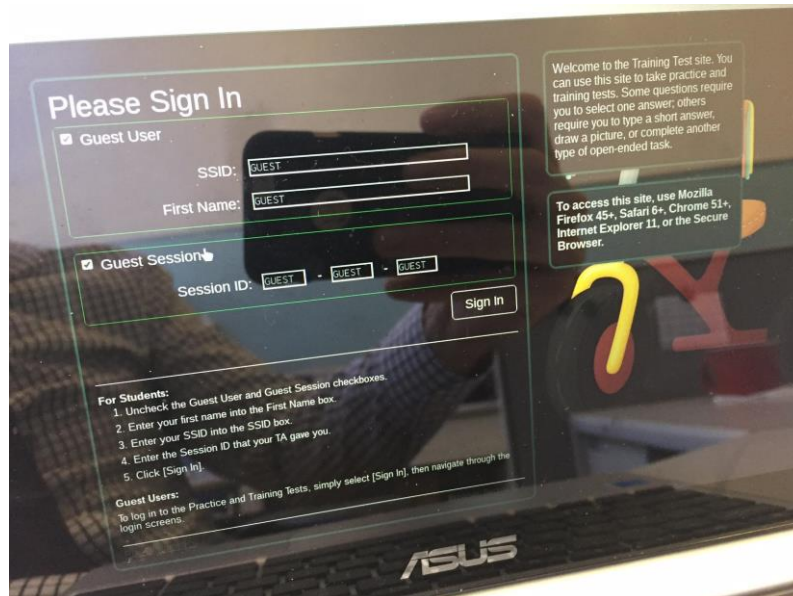
## Problem - Tricycle Guest Login Screen



Description - Student has accessed "guest access" in the practice and training site

Solution - click "close secure browser" and open back up

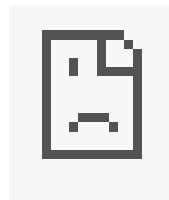
## Problem - Screen is Black, Pink, Grey, or Blue



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

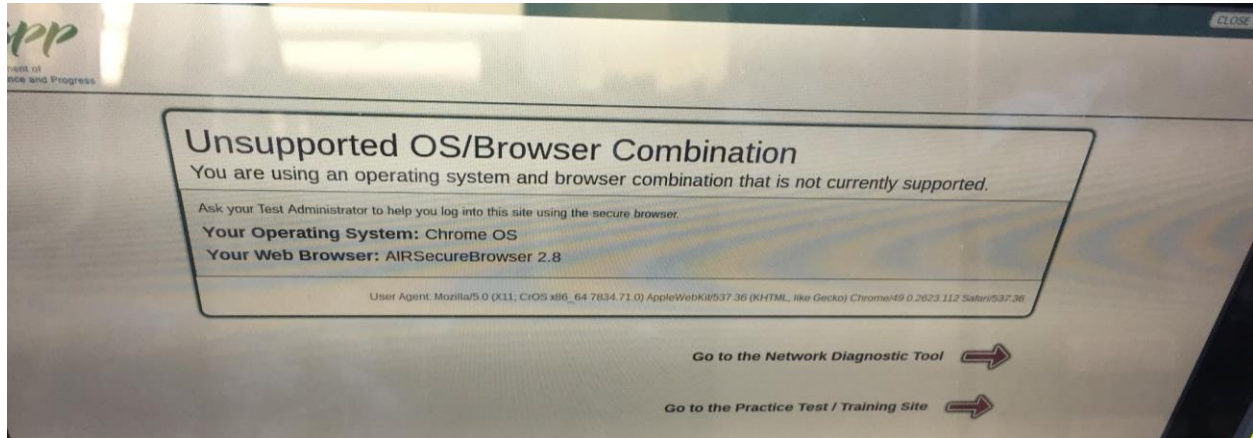
Solution - Hold power button down to turn off. Hold button again to turn on.

## 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