

Dear Families:

Please use this doc **FIRST** for common tech troubleshooting needs. EXCEPT for passwords (see below). The **IT Help Desk** at **503-916-3375** and support@pps.net is always your best option for assistance during distance learning. **More tech help** available at: <https://www.pps.net/familyresources>

~ Louise Chambers (Media Specialist) & Laura Jones (Library Assistant)

Problem:	Try this first:	Still not working? Try this next:
Forgot PPS account password	<p>Email the classroom teacher immediately to let them know you are having an issue then...</p> <p>6-8 Students - go to password.pps.net and reset your own password</p> <p>K-5 Students - email lchambers@pps.net AND ljones2@pps.net</p>	<p>6-8 Students - email lchambers@pps.net AND ljones2@pps.net</p>
Chromebook network error message OR unauthorized user message when try to login	<p>Email the classroom teacher immediately to let them know you are having an issue then...</p> <ol style="list-style-type: none">1. Check when enter username it says @student.pps.net NOT @apps4pps.net2. Double-checking spelling, numbers, and capitalization in the username AND password.	<p>IT Help Desk: Phone - 503-916-3375 Email - support@pps.net</p>

<p>Trouble logging into:</p> <ul style="list-style-type: none"> - Clever - Seesaw - Canvas 	<p>Email the classroom teacher immediately to let them know you are having an issue then...</p> <p>Make sure you are using the same password as when logging into the device.</p>	<p>IT Help Desk: Phone - 503-916-3375 Email - support@pps.net</p>
<p>Using Clever badge to log into a Chromebook and got locked out?</p>	<ol style="list-style-type: none"> 1. Sign out. 2. Sign back in with Clever badge. 	
<p>Zoom meeting - can't connect</p>	<p>If you are unable to add the Zoom app to Google Chrome try going to https://zoom.us/ and click "Join a Meeting". Add your meeting information there.</p>	<p>Email the classroom teacher immediately to let them know you are having an issue then...</p> <p>IT Help Desk: Phone - 503-916-3375 Email - support@pps.net</p>
<p>Google Meet meeting - can't connect</p>	<ol style="list-style-type: none"> 1. <u>If using a personal device</u>, make sure you have the student PPS account selected in the top right hand of the Meet home screen. If not, click "Switch User" and choose the student account. 2. <u>Still not working or on PPS device?</u> Check for Chrome updates (see below) 	<p>Email the classroom teacher immediately to let them know you are having an issue then...</p> <p>IT Help Desk: Phone - 503-916-3375 Email - support@pps.net</p>

<p>Chrome updates - how to check if available</p>	<ol style="list-style-type: none"> 1. Click on the three dots at the top right hand corner of your screen. 2. From the dropdown menu click on Settings 3. In the left hand column click on About Chrome 4. Click on Check for Updates or Run Updates 5. Let the updates run and <u>then log off and log back in again.</u> 	
<p>PPS Password Manager - can't login</p>	<p>Email lchambers@pps.net AND ljones2@pps.net</p>	