Technology "Quick Fix" Cheat Sheet for Common Problems

Login with Active Directory Loop

Step 1: Open Chrome
Step 2: Click three dots in upper right-hand side
Step 3: Select "More Tools"
Step 4: Select "Clear Browsing Data"
Step 5: Select "All Time" and make sure all three boxes are checked
Step 6: When finished, Restart Chrome
Step 7: Go to Clever.cusd.com or use Clever Extension Link
Step 8: Select "Login with Active Directory" or search for school by typing "Clovis Unified Garfield"
Step 9: Enter Username and Password if needed.

No Audio in Zoom

Step 1: At the bottom left side of the screen there is a picture of a microphone with a "^" next to it.
Step 2: Click on the "^" and the sound options will pop up.
Step 3: Select "Same as System" or "Internal Mic" if student has an issue being heard and is using computer audio.
Step 4: Select "Same as System" or "Internal Speaker" if student can't hear you.
Step 5: If neither works, keep selecting options until they find the combination that works.

Global Protect won't Connect (Chromebook)

Step 1: Hold down the "Refresh" Key (Located above #4 on keyboard) and hit the Power button to restart.
Step 2: When computer loads, immediately close Chrome windows.
Step 3: Open "Global Protect" window by clicking the Globe at bottom middle of the screen.
Step 4: Wait for "Global Protect" to connect. Could take up to 20 minutes.
Step 5: Once connected there will be green "Connected" check and key icon under wireless.
Step 6: DO NOT try to open any other windows until Global Protect is connected.

Unable to Access Google Classroom (Personal Computer)

Step 1: Students must be logged into their @cusdstudent.com account.
Step 2: In the upper-right corner of the screen will be a circle or picture. Click to see what account is logged in.
Step 3: If it is not the student under their @cusdstudent.com email address please select it or add it to the accounts by selecting the "Add Account" or "+" sign.
Step 4: Once their @cusdstudent.com account is active, try to access Google Classroom again.