

TROUBLESHOOTING SCHOOLOGY ISSUES

Schoology Information is posted on the Media Center website:
<https://www-pbm.stjohns.k12.fl.us/media/schoology-information/>

Troubleshooting **login issues** for **STUDENT** accounts:

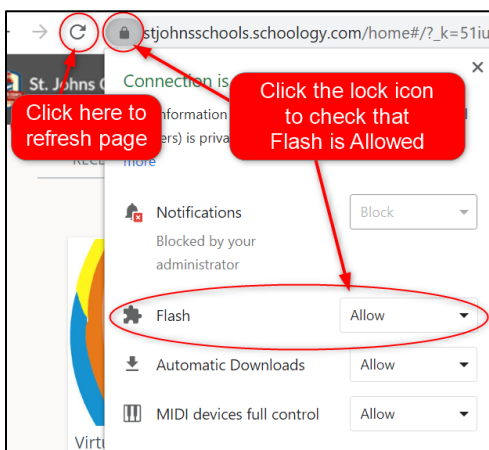
- Student login guide is posted on the Media Center website <https://www-pbm.stjohns.k12.fl.us/media/wp-content/uploads/sites/5/2019/08/Schoology-Student-Login-Info-2019-20.pdf>
- Use Chrome as the web browser
- Make sure you are using the SJCS D link to Schoology <https://stjohnsschools.schoology.com/>
- Clear the web browser's history and try again
- Restart your computer and try again

Troubleshooting **login issues** for **PARENT** accounts:

- If you need your parent access code to set up a parent account, you can get it from any of your students' teachers or by contacting Karin Gowens (see contact info below)
- Link to district Schoology for Parents guide is posted on the Media Center website <https://www.stjohns.k12.fl.us/media/edtech/schoology/schoology-for-parents/>
- Use Chrome as the web browser
- Parents login via <https://www.schoology.com/> (NOT the SJCS D link/portal)
- Clear the web browser's history and try again
- Restart your computer and try again
- Parent accounts are set up via Schoology.com (not through SJCS D) so we don't have any visibility or access to parent accounts.

Troubleshooting **technical issues** once in Schoology:

- Make sure you are using Chrome as your web browser
- If you get an error message, refresh the page often so you know when system problem has cleared
- If having audio/visual trouble, make sure FLASH for Chrome is enabled
 - While you are in Schoology, click on the lock icon to the left of the URL
 - Scroll down to "Flash", then select "Allow" in the dropdown menu at right
 - When launching an Audio/Video session, you will be prompted with a second permissions option box. Check "allow" and "remember". You may need to refresh the page again.
- Can't hear? Make sure the volume is up on your computer and not muted.
- The Conference feature is NOT available via the app, however students CAN use the Conference feature using their mobile device's web browser (just like a computer)



For further assistance, please contact:
Karin Gowens karin.gowens@stjohns.k12.fl.us or (904)428-8540