# 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:
- The "2023-24 Student Getting Started with Schoology Guide" has login directions
- Use Chrome as the web browser
- Make sure you are using the SJCSD link to Schoology  https://stjohnsschools.schoology.com/
- Clear the web browser's history and try again (see image below)
- Restart your computer and try again

Troubleshooting **login issues** for **PARENT** accounts:
- Parent access codes are available in your parent HAC account
- Link to the SJCSD Schoology for Parents webpage
- Use Chrome as the web browser
- Parents login via https://www.schoology.com/ (NOT the SJCSD link/portal)
- Clear the web browser's history and try again (see image below)
- Restart your computer and try again
- Parent accounts are set up via Schoology.com, not through SJCSD, so we don't have any visibility or access to assist with parent accounts

Troubleshooting **technical issues** once in Schoology:
- Make sure you are using the most up-to-date version of Chrome as your web browser
- If you get an error message, refresh the page often so you know when the 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.