

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 "[2024-25 Student Getting Started with Schoology Guide](#)" has login directions
- Use Chrome as the web browser
- Make sure you are going to our school website first and logging into Clever using the link there <https://www-pbm.stjohns.k12.fl.us/>
- 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 SJCSJ [Schoology for Parents](#) webpage
- Use Chrome as the web browser
- Parents login via <https://www.schoology.com/> (NOT the SJCSJ 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 SJCSJ, 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.

