

TECHNOLOGY TROUBLESHOOTING



1 Visit guhsd.net and click on STUDENTS to access the student help page.

Read the tips under Distance Learning Resources and Tech Support Resources.



2 Scroll down to the tutorials table and search for a topic. For example: "add a google drawing" or "How do I know what I turned in to Schoology?"
Look for available tutorials.



4 If no tutorial can be found in either place, reach out to your site tech support leader. Emails and contacts can be found at bit.do/guhsdtechroster



3 If a tutorial cannot be found on the Student page, please visit GUHSDtech's Youtube playlists at bit.do/guhsdtechtube and search for your topic there



5 Notify your teachers that you are working on getting a tech issue solved



6 If your site support contacts cannot help, please contact the helpdesk at help@guhsd.net or 619-956-HELP



7 It may be necessary to take your Chromebook to your school site for an exchange or repair. Your site support contact will advise you about dates and times for exchange at your school.

