



# Five troubleshooting tips

If you or your students are having trouble with your devices, here are the things your students can do independently, before they ask for help. When you pre-teach your students these steps, your classroom should run more smoothly.

-  **1. Check the Internet Connection:** Sometimes the Internet connection gets turned off, or for some reason the device is not connecting properly. Make sure the device is connected and the Internet is working in your building. Sometimes it helps to turn the WiFi off, and, after a short interval, on again.
-  **2. Reload the Page:** If your connection is slow, refresh the web page. You do this by tapping on the circle icon in the browser bar. When you are stuck, refresh!
-  **3. Restart the Browser:** If refreshing the browser does not work, make sure you close out and restart the browser entirely. It might also help to go to a different browser. For instance, if you are in Google Chrome and restarting does not work, start the program in Safari. You may need to have your students log in again if this happens.
-  **4. Clear the Browser Data:** If the other three tips don't work, you should clear the data from the browser. If you are in Safari, you will need to do this from the Settings menu. If you are in Chrome, you can clear the data from the top right of the browser. If your students need to do this, they will need to log in to the curriculum again.
-  **5. Restart the Device:** The final tip is to restart the device. Make sure you have your students turn the device off and wait at least 15 seconds to turn it back on. To avoid wasting instructional time, have the student work with partners or on paper while their devices are rebooting.

If you continue to experience technical issues, contact the Amplify Help Desk at [elahelp@amplify.com](mailto:elahelp@amplify.com) or dial 1-800-823-1969 (select 3 and then 3 again).