What can I do if...

**LCPS Go is down.**
- Try these:
  - Access Schoology using learn.lcps.org.
  - Access Google (drive, email, docs, slides, etc.) using account.google.com.

**Schoology is down.**
- Try these:
  - Check your email to see if your teacher emails you.
  - Check your typical Google Meet location to connect with class as normal.

**I lose access or can't connect to Google Meet.**
- Try these:
  - Wait a minute and try to log in again.
  - Remember Meet sessions are not available until your teacher launches it.
  - Email your teacher if you are unable to connect.

**I cannot log into a program or application.**
- Try these:
  - Did I type the correct password?
  - Close the browser window and try again.
  - Check to see if I can log into other programs.

**My LCPS-issued device is not working. I forgot my password.**
- Try this:
  - With an adult, call the LCPS Technology Support Center at (571) 252-2112, hours M-F, 8AM - 5PM.

**I get an uh-oh message when logging into a Clever application.**
- Try these:
  - Clear device browser history by going to the More Icon (top right), select History >> Clear Browsing Data.
  - Log into the program using a different device if available.

Don't forget, you can always "phone a friend" to see if they are having similar issues.