

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.