



Distance Learning Troubleshooting Guide



General

- Check your email for updates.
- Check your Google Calendar, Seesaw or Google Classroom for the links for each of your classes.
- If you can't get in, close the application, power down your device and try again.
- Need help:
 - Check this troubleshooting guide
 - Check out Distance Learning Help! Page (<https://www.cambriansd.org/Page/3640>)
 - Check with a friend
 - Email your teacher but understand that your teacher is in a class session and this may take time--he / she probably will get back to you when there is a break.
 - Submit a Tech Help Request - <http://bit.ly/CSDTechHelp>

Google Classroom: classroom.google.com



- Login: Cambrian-issued Google username (e.g. 23.123456@cambriansd.com) and password
- Log into your child's Cambrian Google Account by going to mail.google.com. Once logged in, go to the top right-hand corner and press the "Google Apps" icon. Select Google Classroom ([Logging in video](#)).

Seesaw: app.seesaw.me



- Login: TK-1: Home Learning Code issued by your child's teacher; 2-3: Cambrian-issued Google username (e.g. 23.123456@cambriansd.com) and password
- [Check system requirements](#)
- **Accessing Seesaw at Home: Students**
 - Your teacher should have sent you a Home Learning Code (12-letter text code). This is specific to your child - do not share.
 - Download the app, *Seesaw CLASS*, ([iOS](#), [Android](#)) or access at <https://app.seesaw.me/>
 - Enter the Home Learning Code to log in. Jin
 - If your child has been assigned a Cambrian email address, they may log in with their email address by selecting **Login with Google** rather than using the Home Learning Code.
- **Accessing Seesaw at Home: Parents**
 - Parents use the app, [Seesaw Family app \(iOS, Android\)](#) or access at <https://app.seesaw.me/> to access their child's Seesaw Journal. Teachers will send home information on accessing the FAMILY app. *You must first have an invite from your child's teacher!*
 - [Learn about the SeeSaw Family](#) app; To learn more about [Seesaw for parents](#).


Zoom: zoom.us

- Login: None required
- [Check system requirements](#)
- You will receive a link from your teacher by email or posted in their Google Classroom/Google Calendar/Seesaw.
- If the link does not work, close the Zoom app and restart your device if needed. Check your email/calendar/Seesaw/Google Classroom for any changes the teacher sent. You can also [enter the Zoom meeting by clicking on Join from the Browser](#).
- Using the icons along the bottom of the screen you can:
 - **Mute/Unmute your microphone** – your teacher may ask you to mute your microphone or mute your microphone for you during a lesson to limit background noise.
 - **View participant list** - this opens a list of all the students logged into the classroom. This is also an option to **'raise your hand.'** If you click to raise your hand, it will notify your teacher so they can talk to you.

Clever: clever.com

- Login: Cambrian-issued Google username (e.g. 23.123456@cambriansd.com) and password

Kami: <https://web.kamihq.com>

- Text Help PDF extension  starts instead when I open a PDF: follow these [directions](#) to disable Text Help PDF from automatically opening PDFs.
- [Check system requirements](#)

Imagine Learning Literacy and Math

- Trouble logging in? You must login using Clever. Go to the Clever application portal and select Imagine Learning or Math icons. If accessing it through a web browser use Chrome
- Language and Literacy has an app but Imagine Math does not.
- [System requirements](#)

Benchmark Universe: <http://cambriansd.benchmarkuniverse.com/>

- Login: Cambrian-issued Google username (e.g. 23.123456@cambriansd.com) and password
- [Check system requirements](#)

HMH Collections <https://my.hrw.com/sp/access?connection=cambriansd-com&slo=true>



- Login: Cambrian-issued Google username (e.g. 23.123456@cambriansd.com) and password
- [Check system requirements](#)

Chromebooks Borrowed from District

- Log in with your Cambrian Google account--not your personal email or your parents' email, etc.