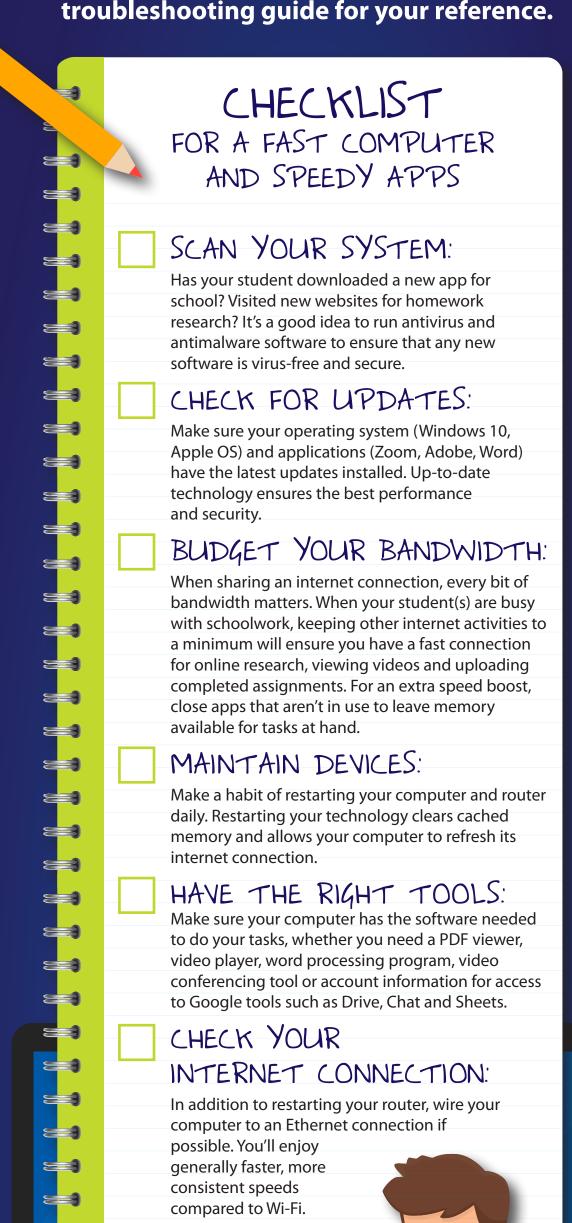# A Guide to Trouble-Free Tech
KIDS LEARNING FROM HOME?

The end of the school year is in sight and summer break is on the way, but it hasn't been an easy home stretch. Finishing the school year at home has likely come with a new set of challenges for students and parents.

To get you (and your student) through to the last day of class, we've put together a handy troubleshooting guide for your reference.

CHECKLIST
FOR A FAST COMPUTER AND SPEEDY APPS

☐ **SCAN YOUR SYSTEM:**
Has your student downloaded a new app for school? Visited new websites for homework research? It's a good idea to run antivirus and antimalware software to ensure that any new software is virus-free and secure.

☐ **CHECK FOR UPDATES:**
Make sure your operating system (Windows 10, Apple OS) and applications (Zoom, Adobe, Word) have the latest updates installed. Up-to-date technology ensures the best performance and security.

☐ **BUDGET YOUR BANDWIDTH:**
When sharing an internet connection, every bit of bandwidth matters. When your student(s) are busy with schoolwork, keeping other internet activities to a minimum will ensure you have a fast connection for online research, viewing videos and uploading completed assignments. For an extra speed boost, close apps that aren't in use to leave memory available for tasks at hand.

☐ **MAINTAIN DEVICES:**
Make a habit of restarting your computer and router daily. Restarting your technology clears cached memory and allows your computer to refresh its internet connection.

☐ **HAVE THE RIGHT TOOLS:**
Make sure your computer has the software needed to do your tasks, whether you need a PDF viewer, video player, word processing program, video conferencing tool or account information for access to Google tools such as Drive, Chat and Sheets.

☐ **CHECK YOUR INTERNET CONNECTION:**
In addition to restarting your router, wire your computer to an Ethernet connection if possible. You'll enjoy generally faster, more consistent speeds compared to Wi-Fi.

WIRED AND CONNECTED DEVICES
Make sure all connections—power cords, Ethernet cables, printers and flash drives are securely connected to ports and power outlets.

SAFETY AND SECURITY
Never give out your login details, usernames or passwords. Before you invite a friend to share your Wi-Fi network, ask your parents for permission.

OVERALL CARE
Be considerate of where and how you're using your device. Avoid setting your device on a blanket where it could overheat, on a ledge where it could drop and break or around food and drinks, which could damage the device.

BATTERIES
Power your wireless keyboard, mouse and other components with fresh batteries.

STILL NEED HELP?

Ask your parents or teachers:
Don't download apps, open links or visit websites you don't trust. Ask your parents before doing any activities you haven't been instructed to do by your teacher or school. Reach out to your teacher if you're unsure of something or need help.

Use trusted online resources:
Need help using a new app or tool? Do a Google search for the name of the app (Zoom, Google Meet, Google Chat, Google Drive) and "how to use" to find help.