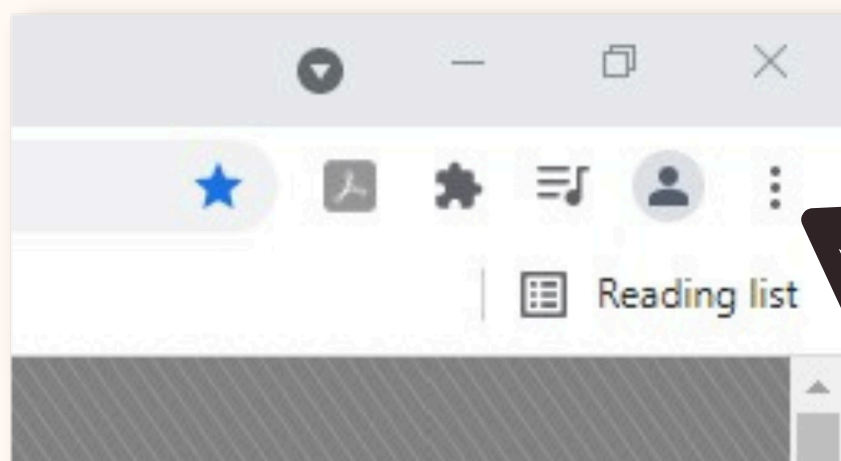


CLEAR CACHE & COOKIES

1

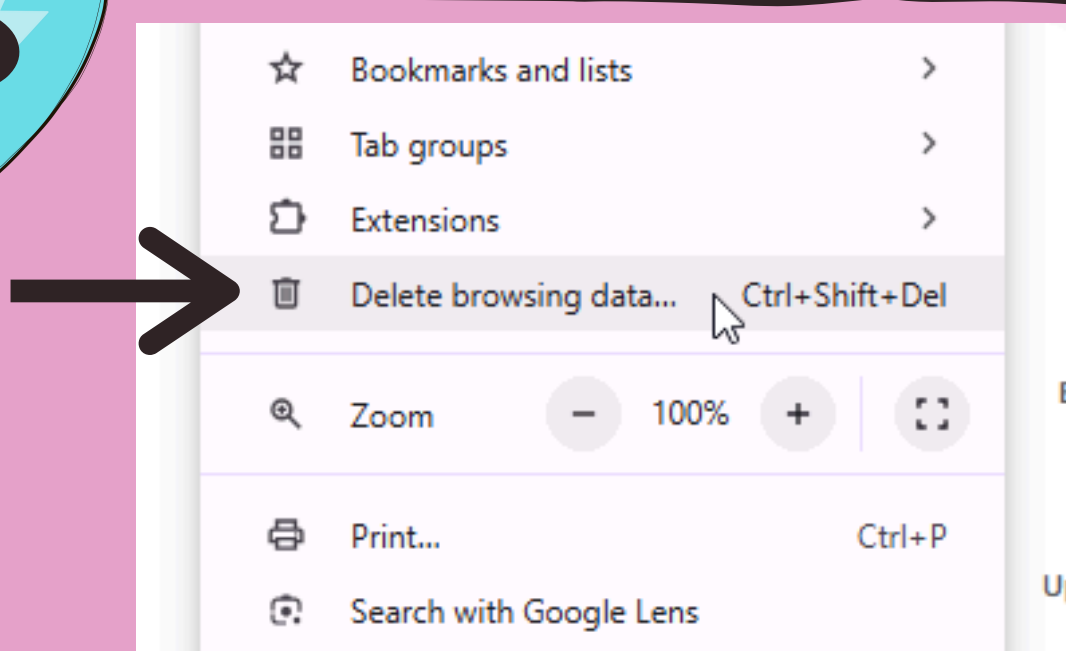


2



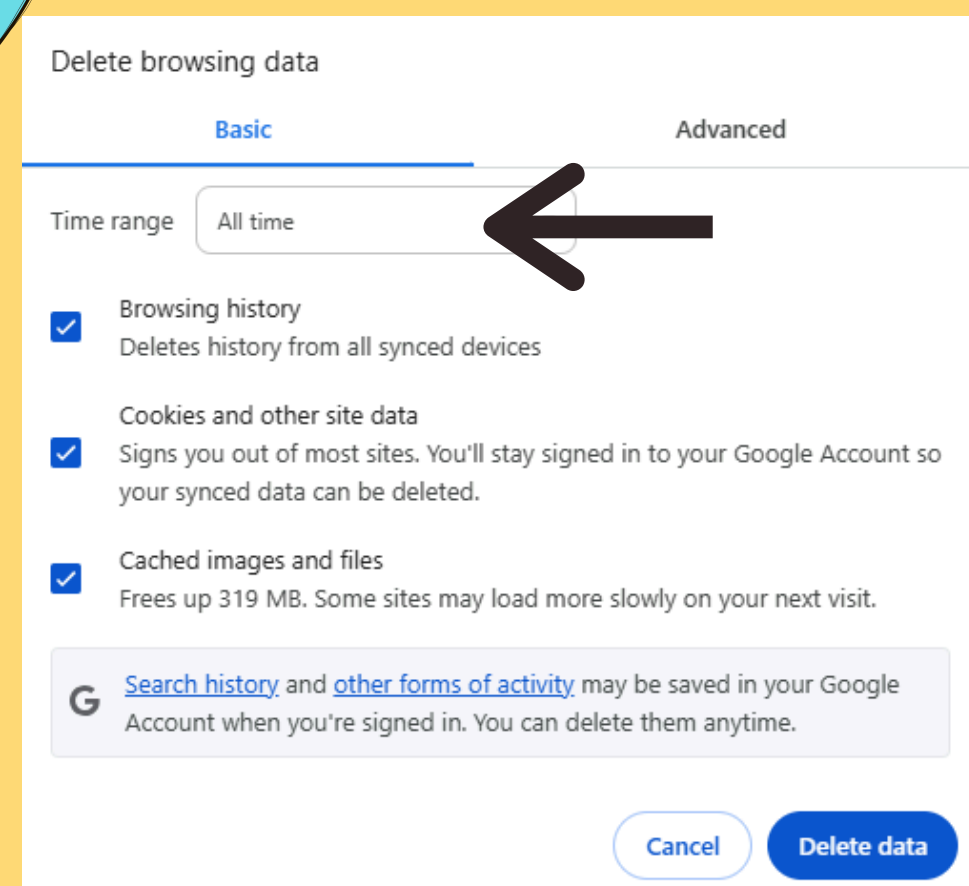
While in Chrome, click the three dots in the top right corner

3



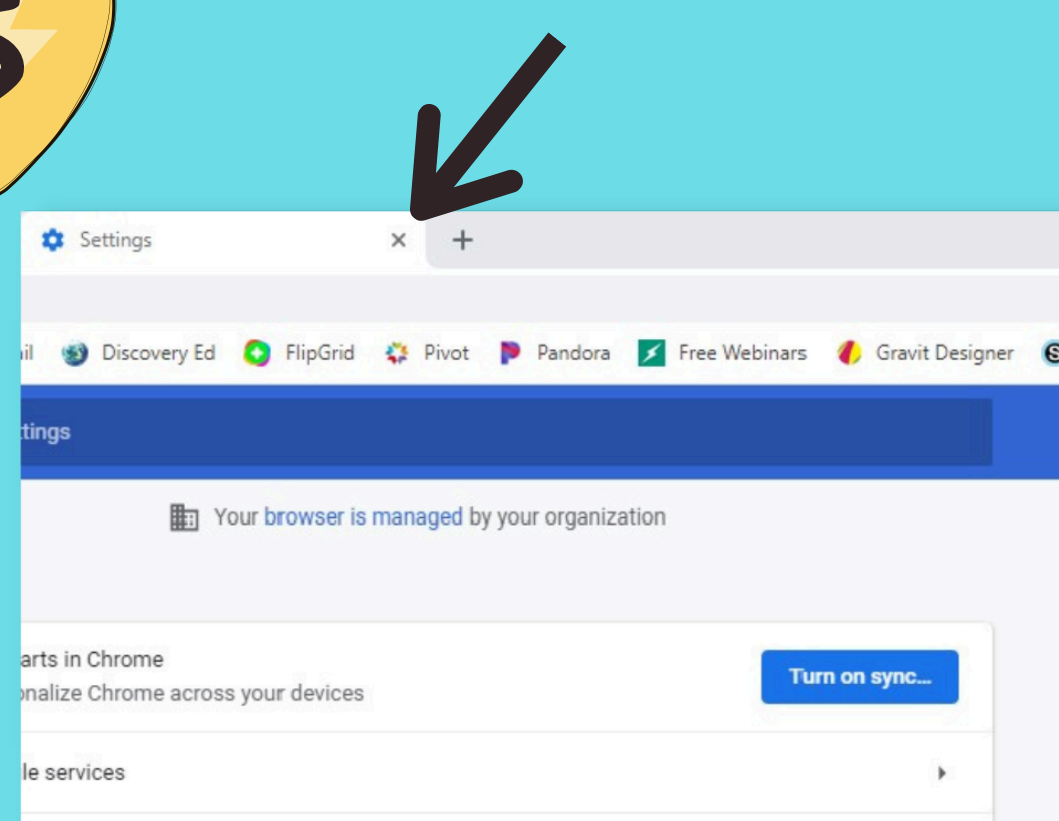
Choose "Delete browsing data"

4



Choose "All Time" for the time range, check all boxes and then click "Delete Data"

5



Exit out of the Settings tab and try to complete your task again

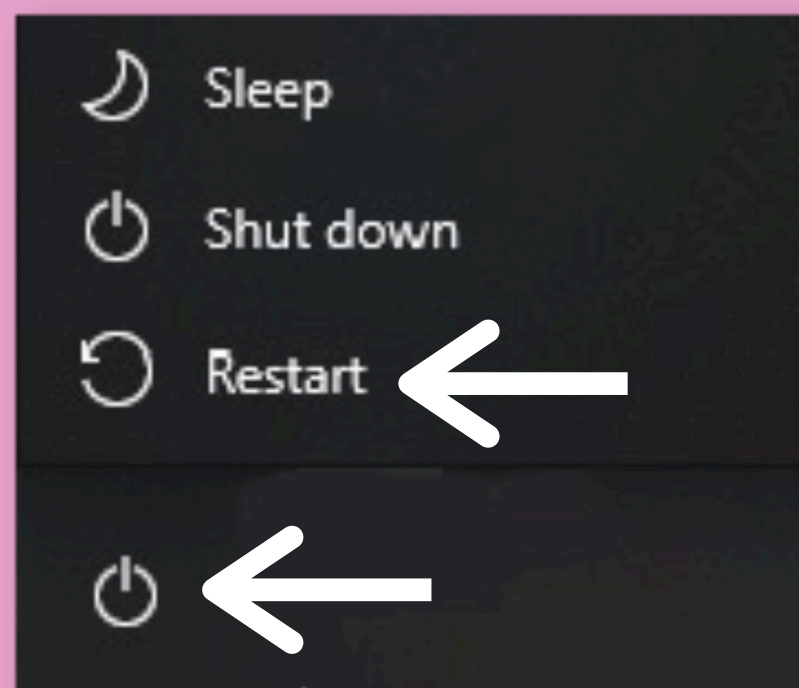
RESTART COMPUTER

1



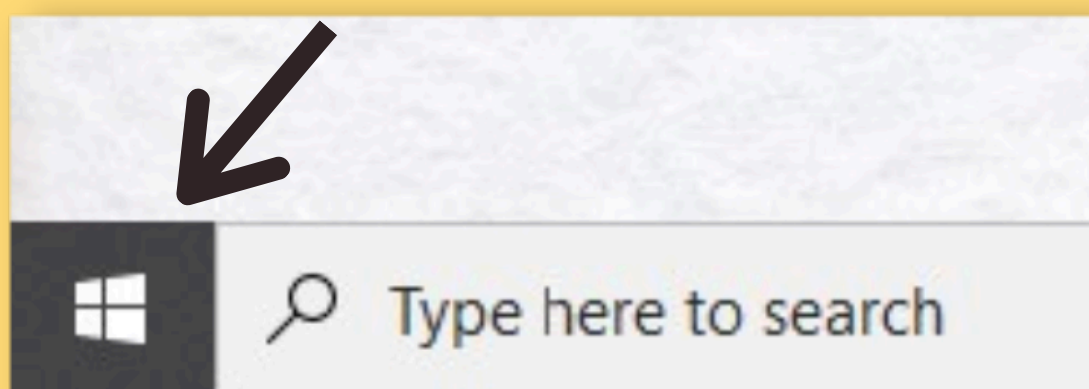
Restarting the
computer is a
great fix!

3



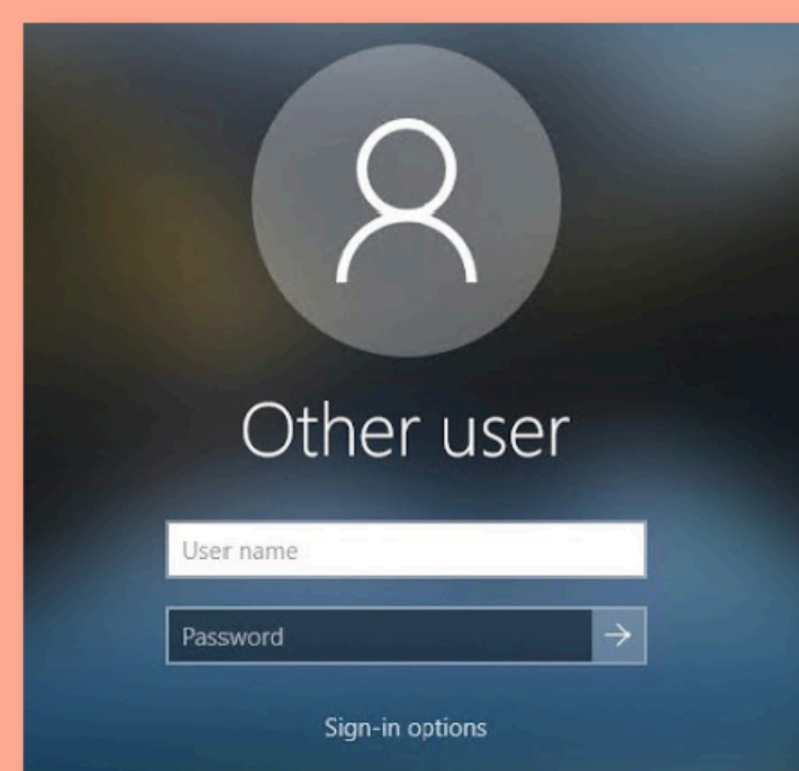
Click the Power
Button then the
Restart Button

2



Click the
Window button
in the
bottom left
corner of
screen

4



Once the
computer
restarts,
log back in

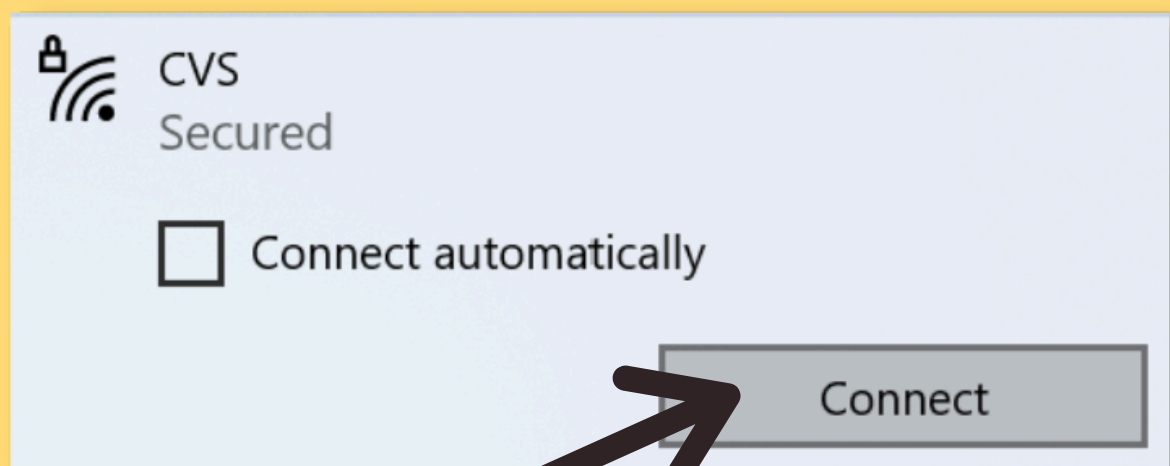
CHECK WI-FI

1



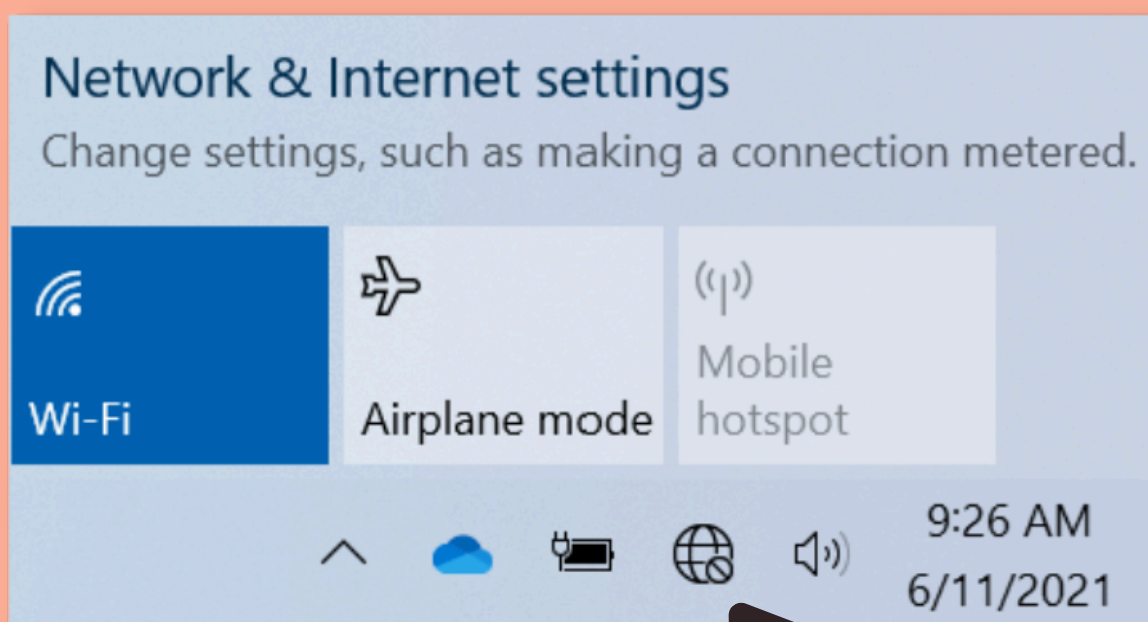
No Internet?
File not saving?

3



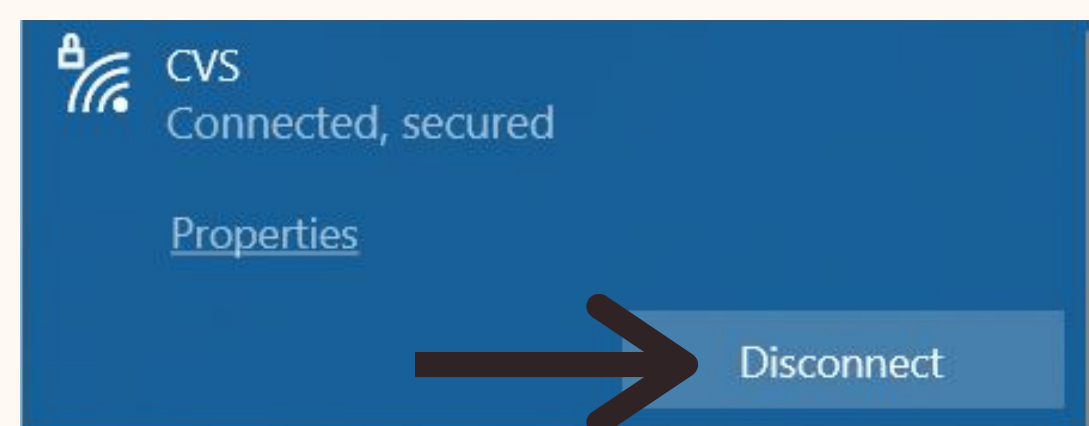
Choose the CVS
Network and
click Connect

2



Click on the Wi-Fi
symbol in the
right corner of
your screen

4



If it seems that
you are connected,
and still experiencing
a problem,
click Disconnect
and then
Connect again

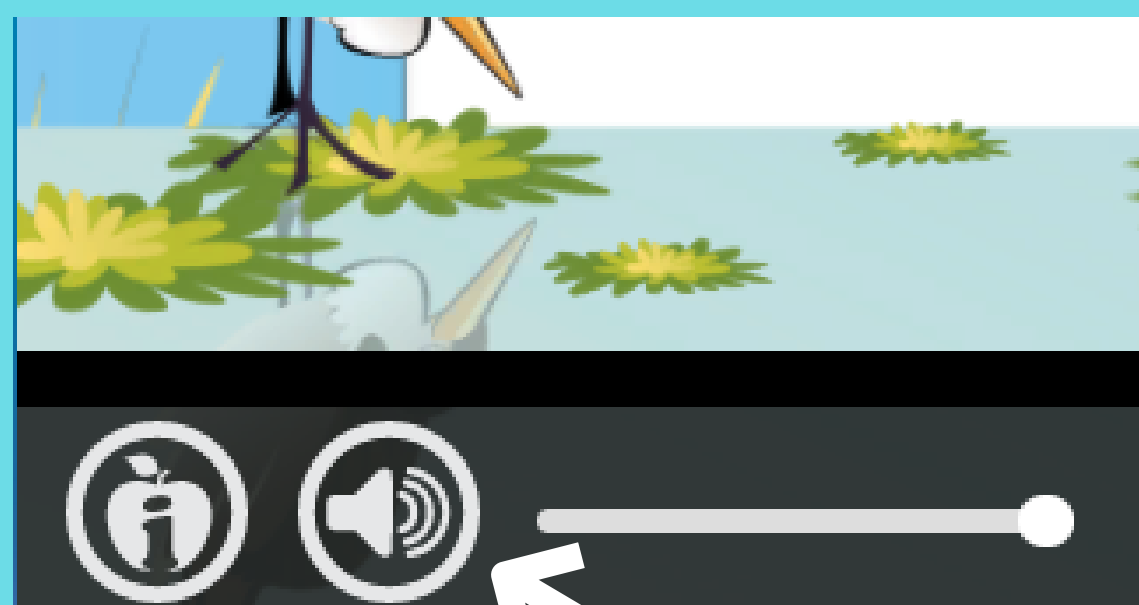
SOUND NOT WORKING?

1



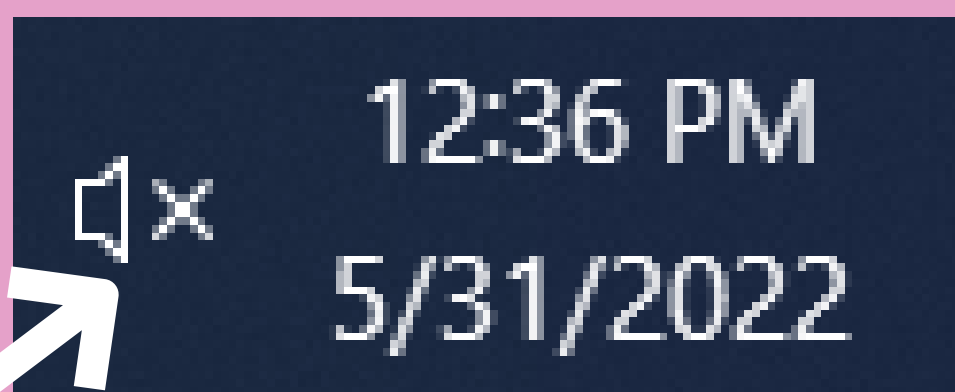
Look here

4



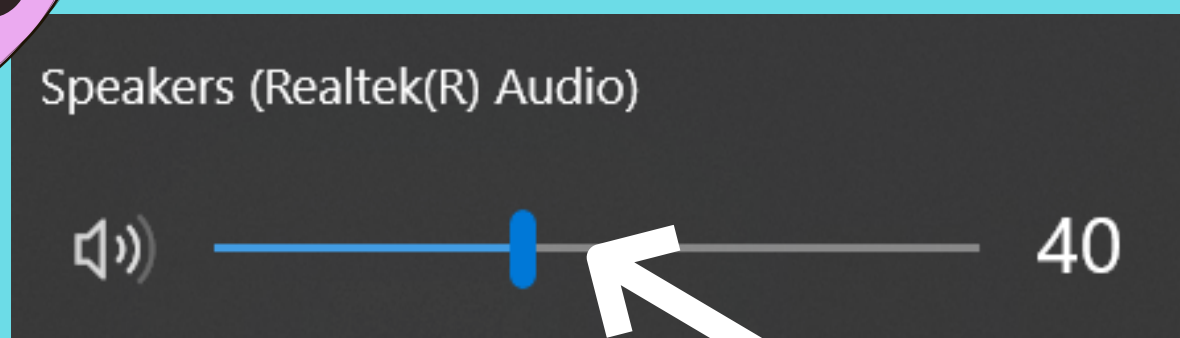
Check your website sound

2



Is your sound off? Click it

3



Check the volume level

5

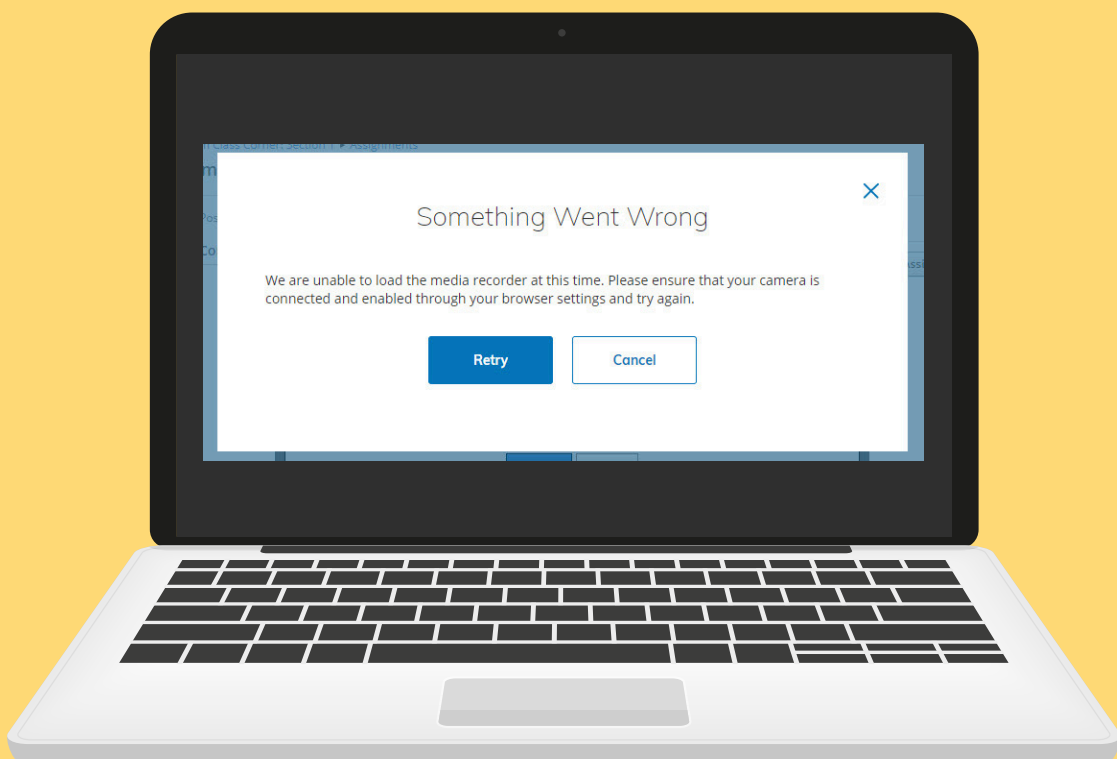


Unplug your headphones and check to see if the sound is working without them

Wii

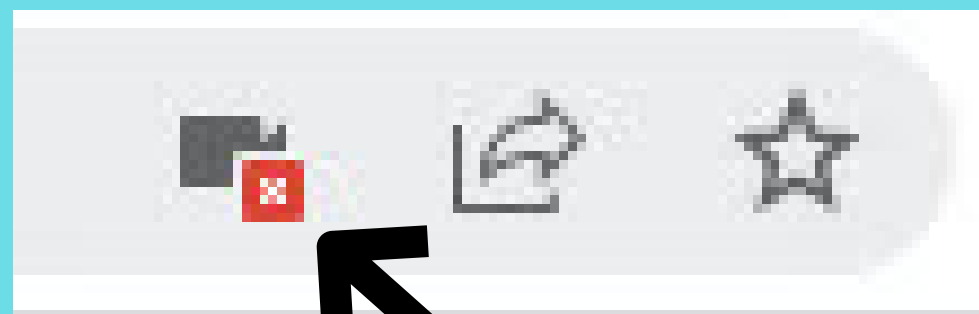
CAMERA NOT WORKING

1



Is your camera not working?

3



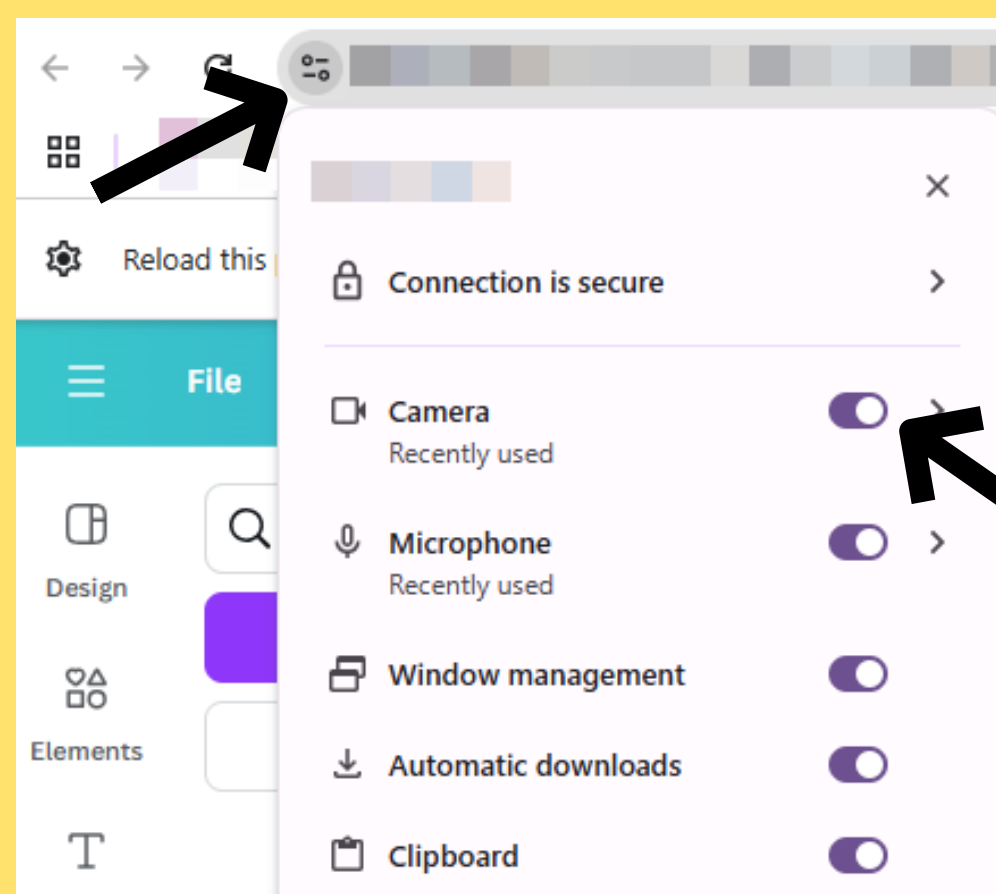
If there is a red X on your Camera icon in the address bar of your browser, click here to open menu

2



Refresh your Chrome Browser tab by clicking on the icon in the top left corner

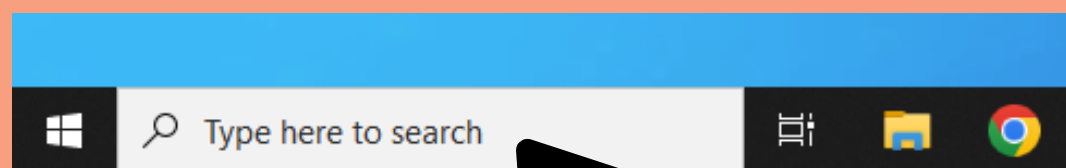
4



Within the menu, toggle camera access on

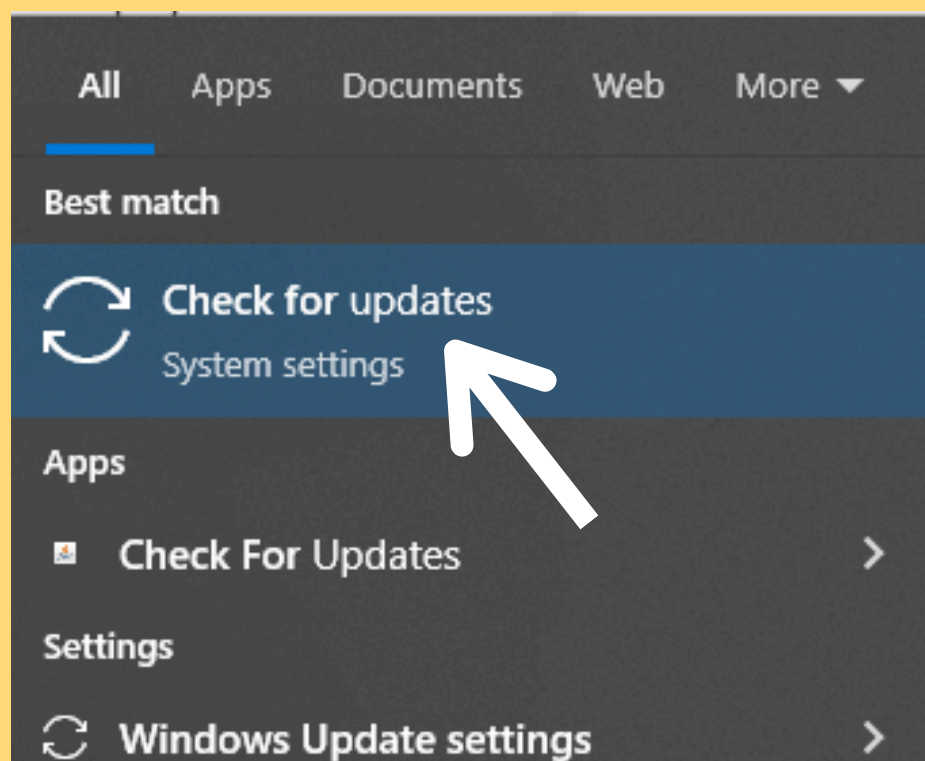
UPDATE YOUR LAPTOP

1



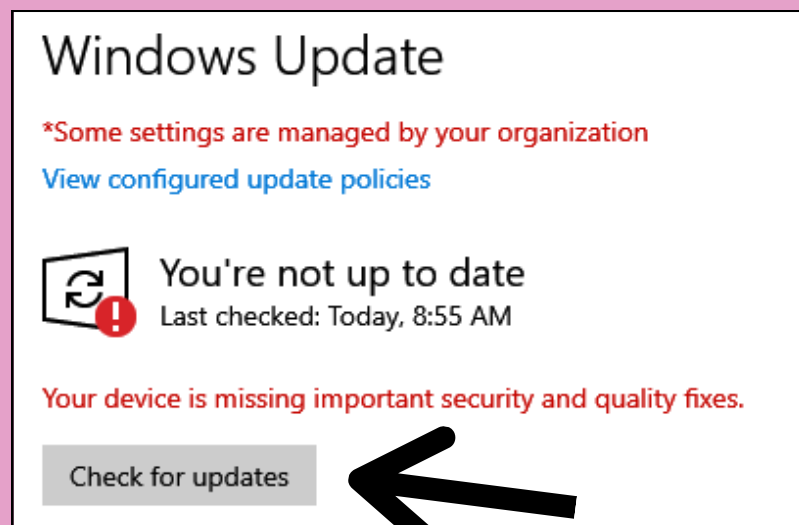
In your desktop search bar, type "updates"

2



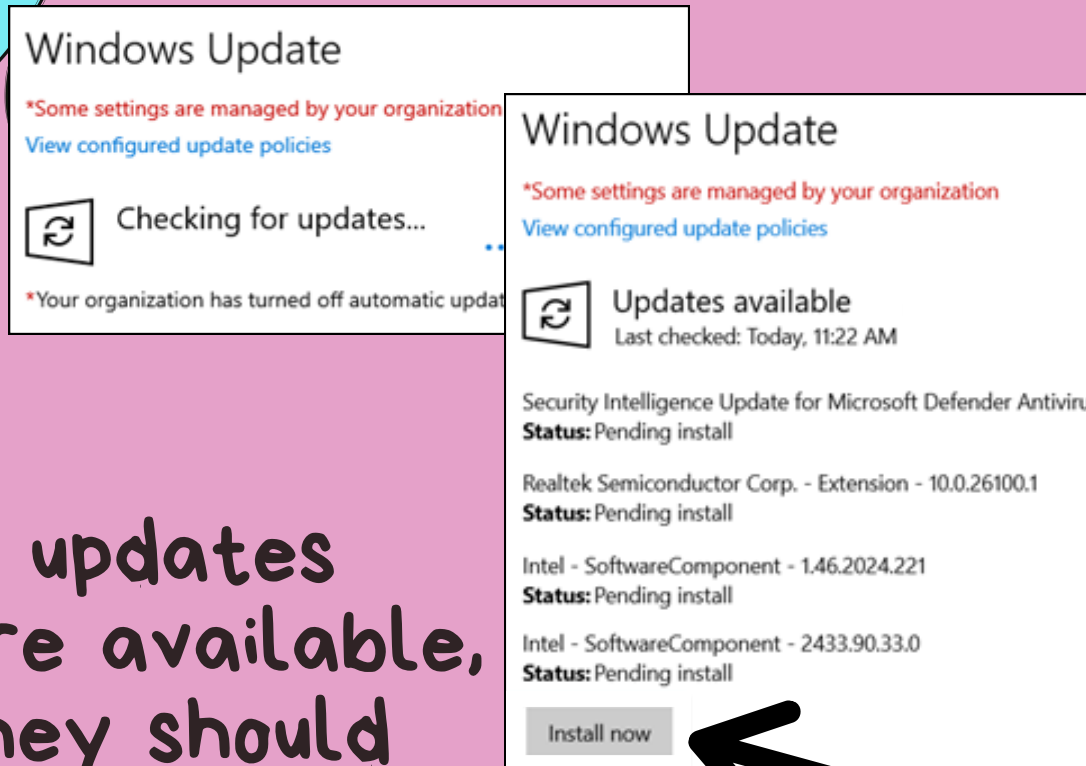
Click
Check for updates
System Settings

3



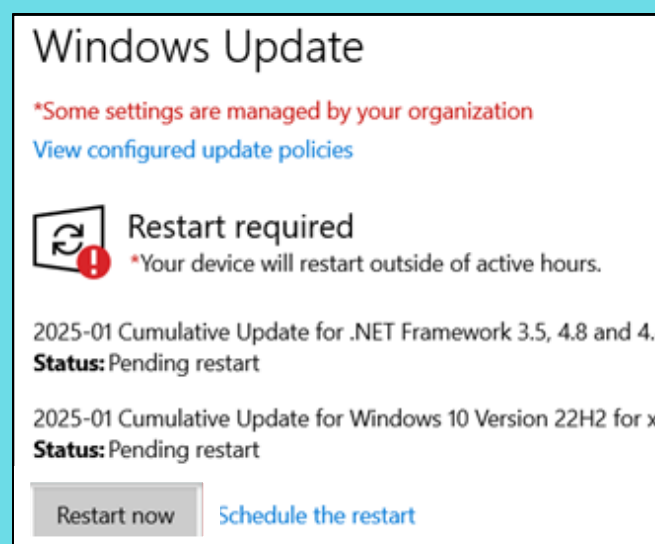
Click "Check for updates"

4



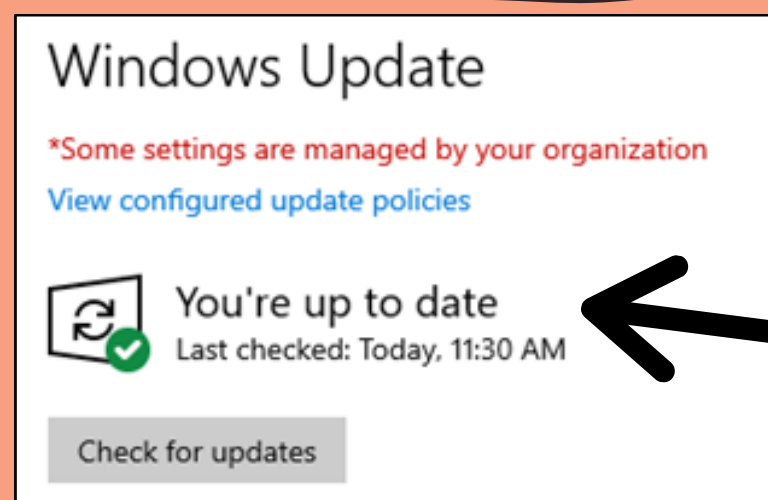
If updates are available, they should start downloading and installing automatically. If necessary, click "Install now"

5



If prompted, click "Restart now"

6



Repeat Steps 1-4 to ensure your device is fully updated. If no further updates are available, you'll see a message that says "You're up to date"