

# USING CHROME?

1



2

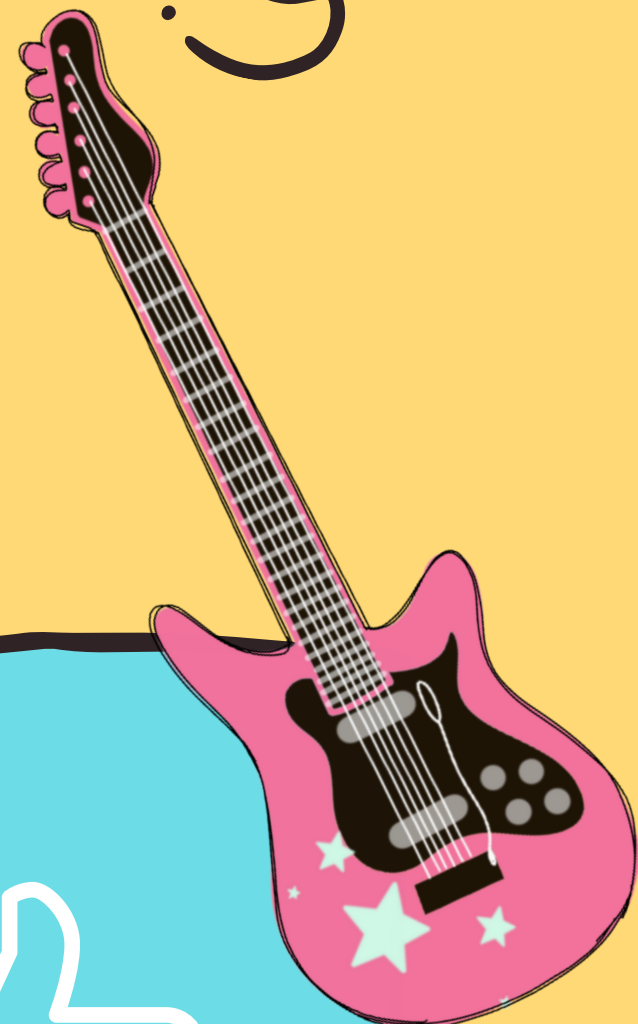


When using the internet, be sure to always click on the Chrome icon

3



Internet Browsers



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♡♡♡



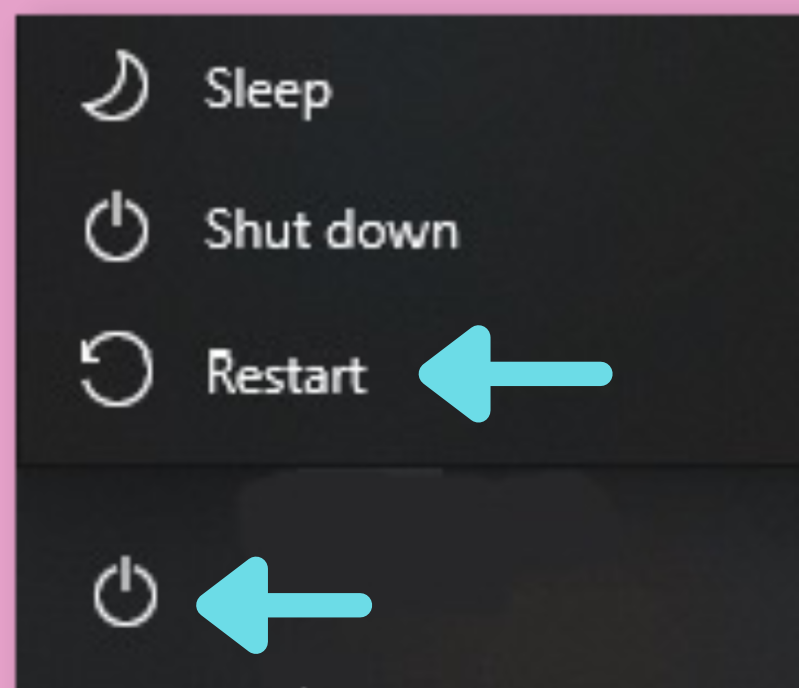
# RESTART COMPUTER

1



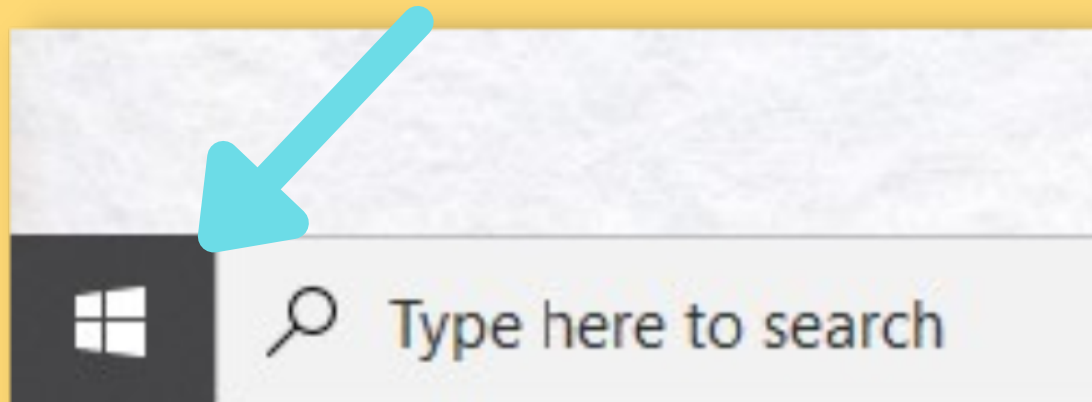
Restarting the  
computer is a  
great fix!

3



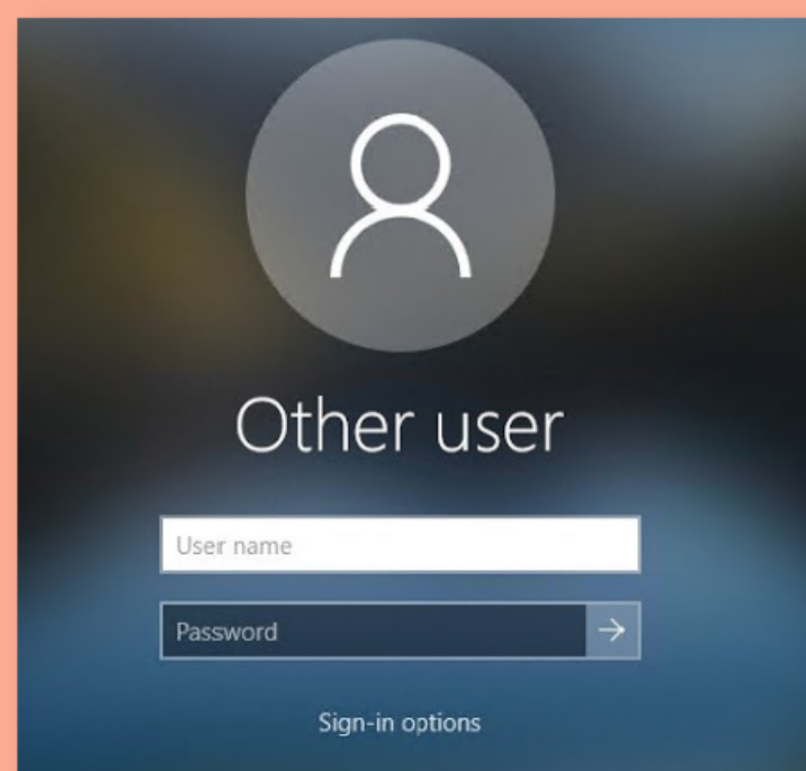
Click the Power  
Button then the  
Restart Button

2



Click the  
Window button  
in the  
bottom left  
corner of  
screen

4



Once the  
computer  
restarts,  
log back in

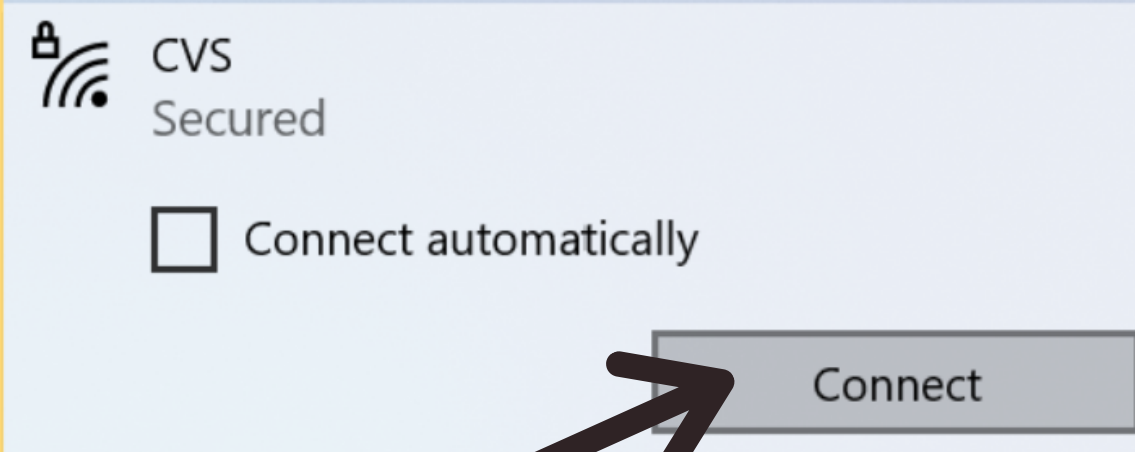
# CHECK WI-FI

1



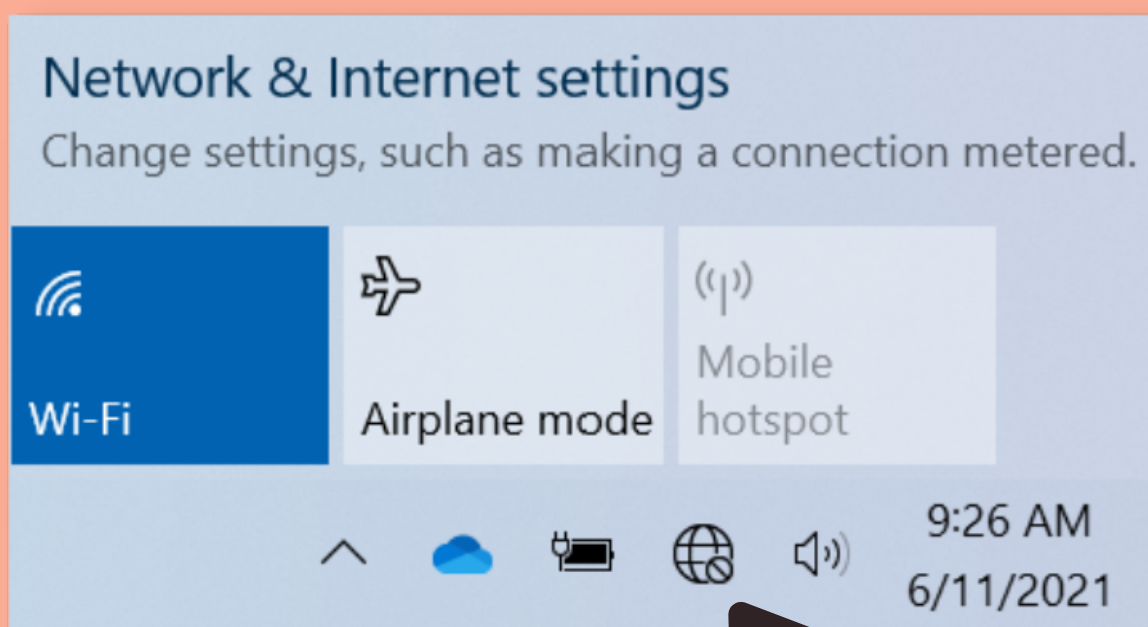
No Internet?  
File not saving?

3



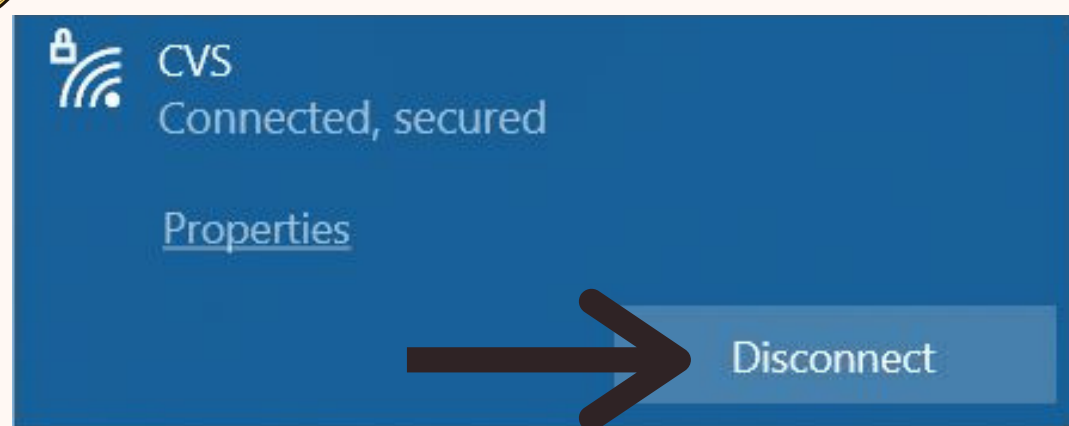
Choose the CVS  
Network and  
click Connect

2



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

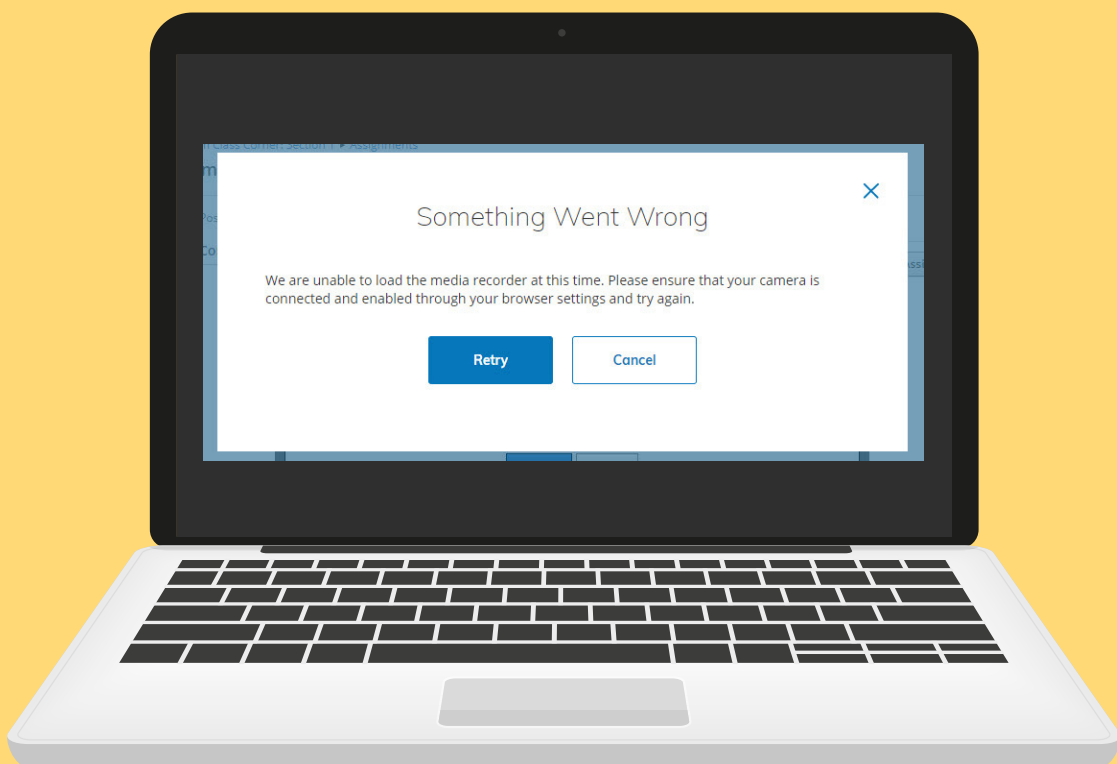
4



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

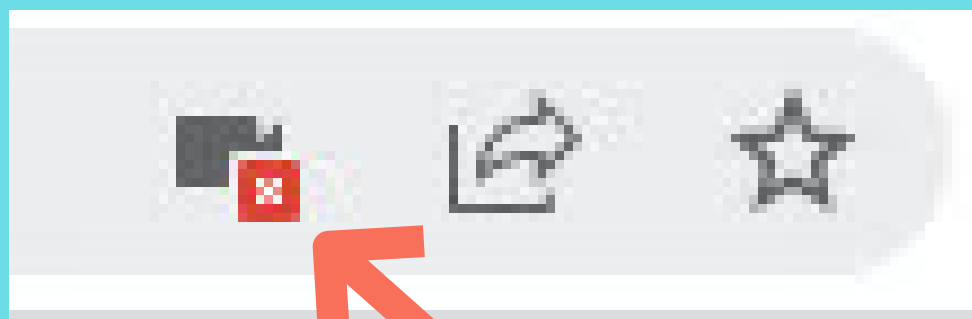
# CAMERA NOT WORKING

1



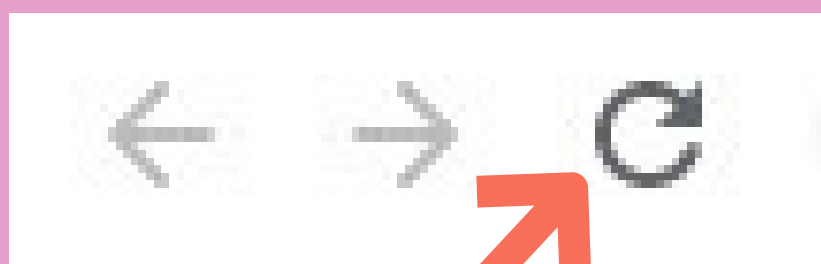
Is your camera not working?

3



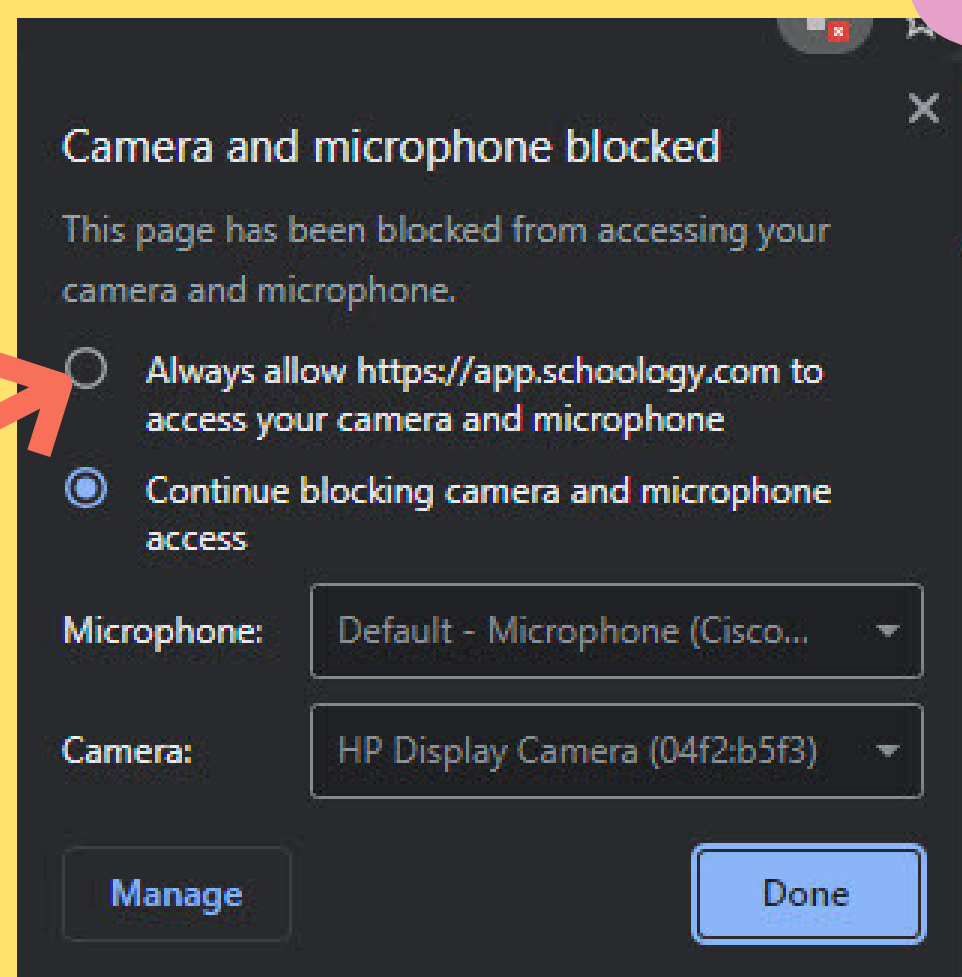
If there is a red X on your Camera icon in the address bar of your browser, click here to open menu.

2



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

4



Select "Always allow" to turn camera on.

# SOUND NOT WORKING?

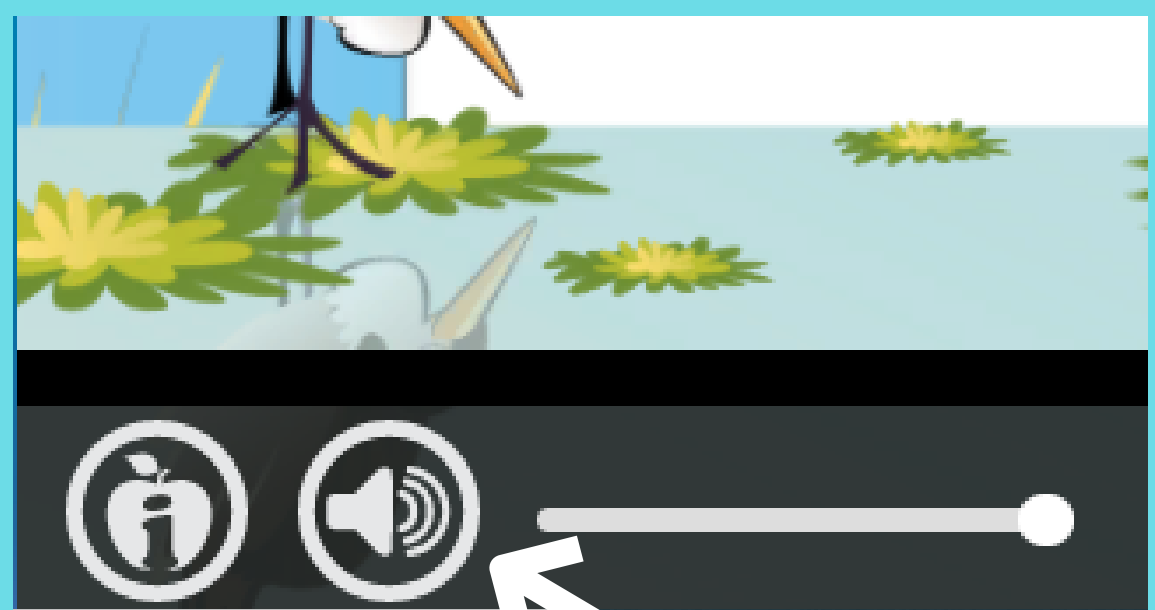


1



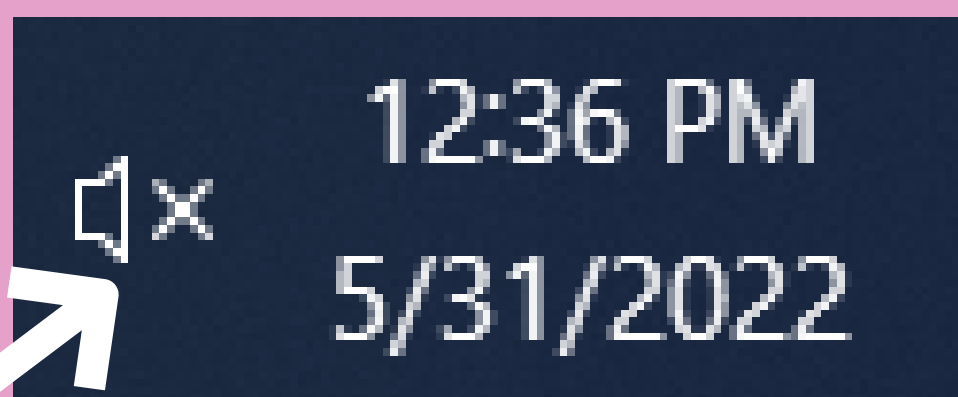
Look here

4



Check your website sound

2



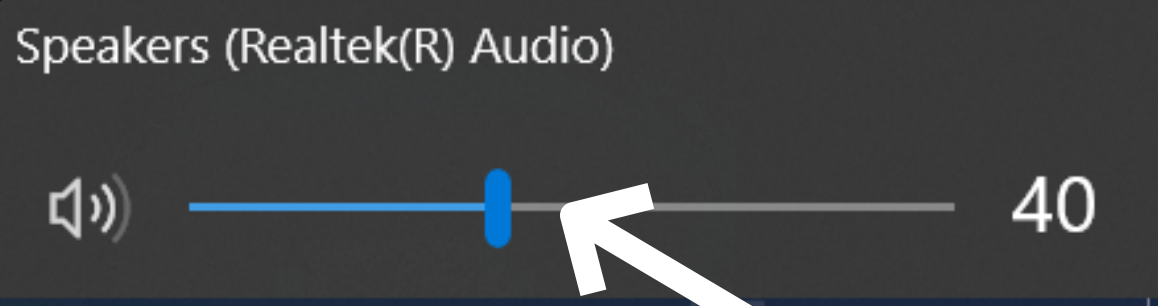
Is your sound off?

5

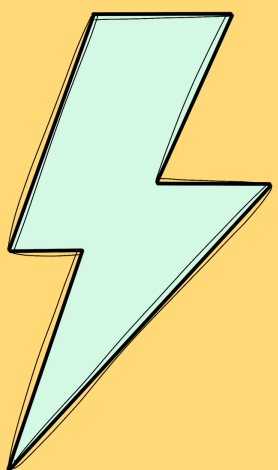


Unplug your headphones and check to see if the sound is working without them

3



Check the volume level



W

# SCREEN FROZEN?

1



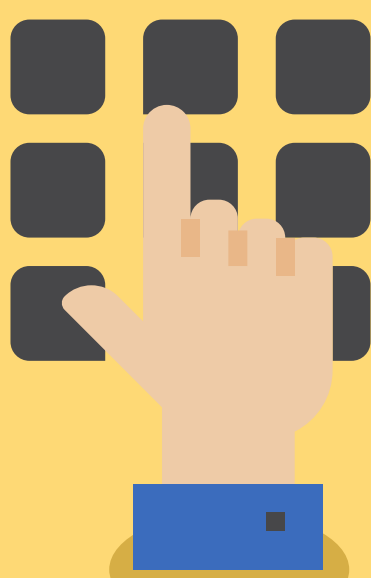
2



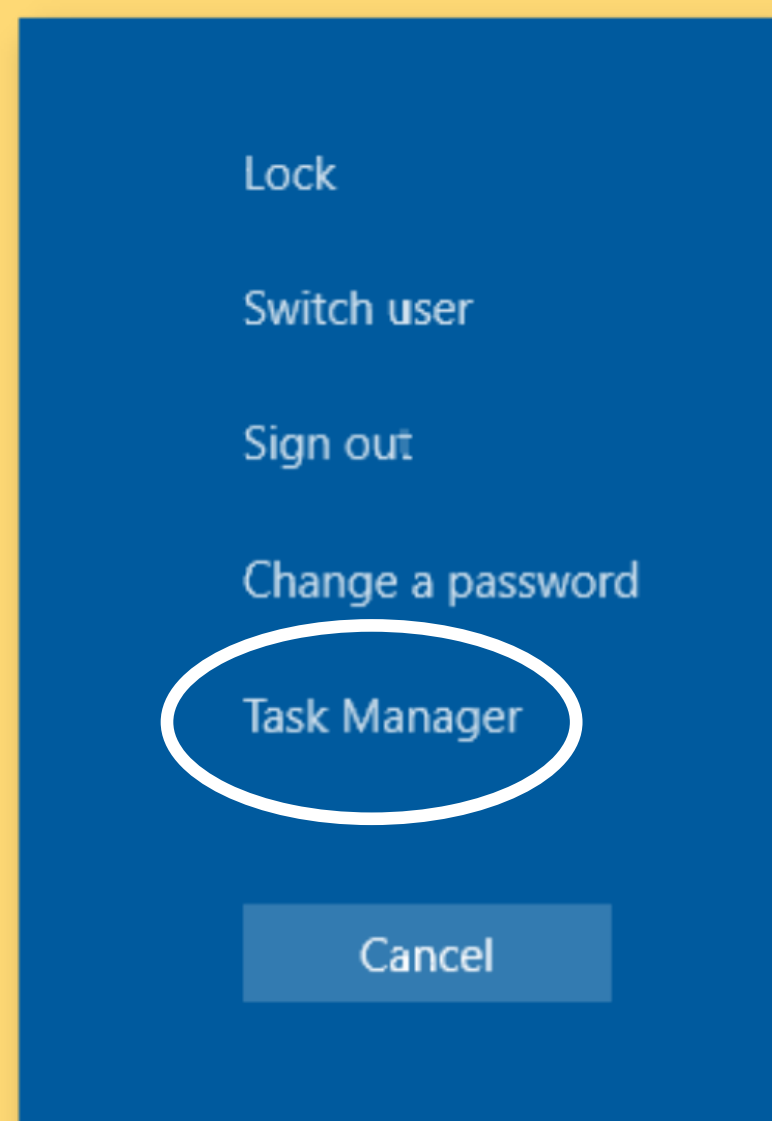
Find the keys  
Ctrl + Alt + Delete

3

Press all  
3 keys  
down at  
the same  
time



4



Choose Task  
Manager

5

Name	Status	12% CPU	34% Memory	1% Disk	0% Network
<b>Apps (6)</b>					
Google Chrome (8)	←	0.6%	193.1 MB	0.1 MB/s	0 Mbps
Microsoft Outlook		0.6%	185.5 MB	0.1 MB/s	0 Mbps
Microsoft Teams (6)		0.2%	281.3 MB	0 MB/s	0 Mbps
SMART Ink (32 bit)		0.1%	15.4 MB	0 MB/s	0 Mbps
Snip & Sketch (2)		0%	18.8 MB	0 MB/s	0 Mbps
Task Manager		0.5%	25.5 MB	0 MB/s	0 Mbps
<b>Background processes (99)</b>					
Adobe Acrobat Update Service (...)		0%	0.7 MB	0 MB/s	0 Mbps
Agent32 (32 bit)		0%	1.0 MB	0 MB/s	0 Mbps
Agent64		0%	2.5 MB	0 MB/s	0 Mbps
Antimalware Service Executable		0.4%	182.6 MB	0.1 MB/s	0 Mbps
AppHelperCap		0%	0.9 MB	0 MB/s	0 Mbps

Choose the app not  
working and then  
click End Task.

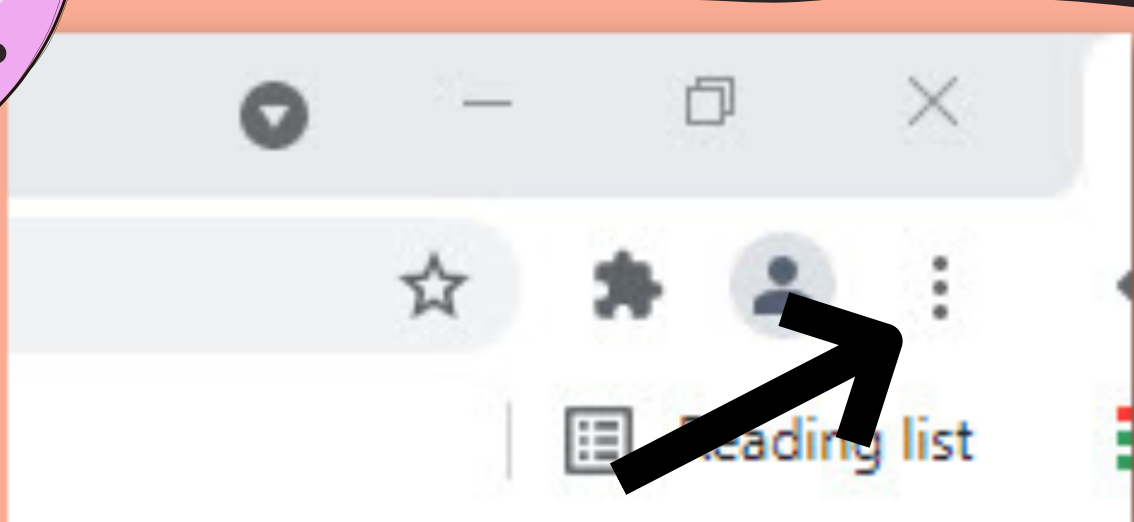
# USE AN INCOGNITO WINDOW

1



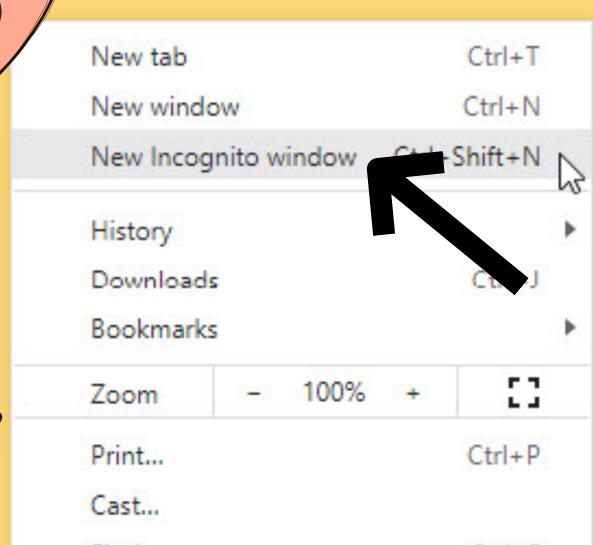
Not able to complete a task online that usually works just fine? Try doing the same task, but in an incognito window.

2



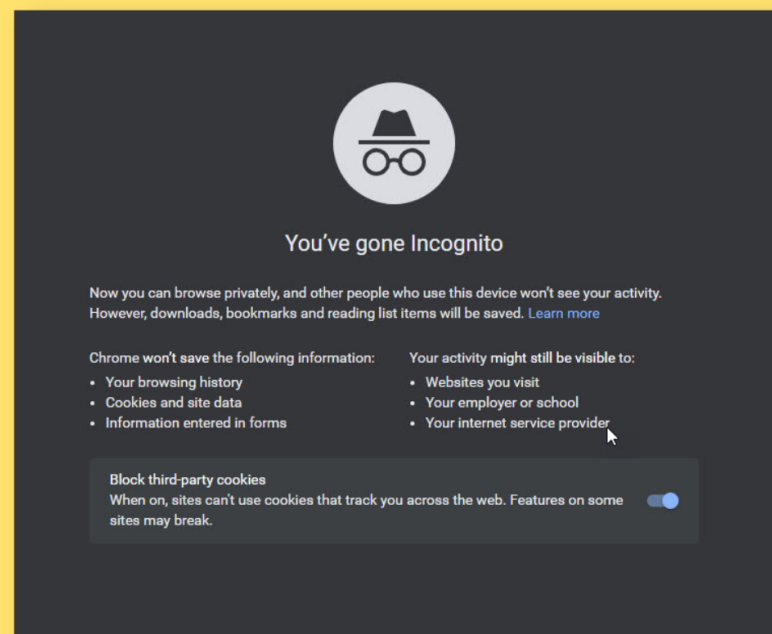
While in Chrome, click on the three dots button in the top right corner.

3



Choose "New Incognito Window" This will open up a dark-mode Chrome window.

4



Using this Chrome window, navigate to the same task you were trying before and try it again.

5



If it works in this window, that means you need to clear your cache and cookies!

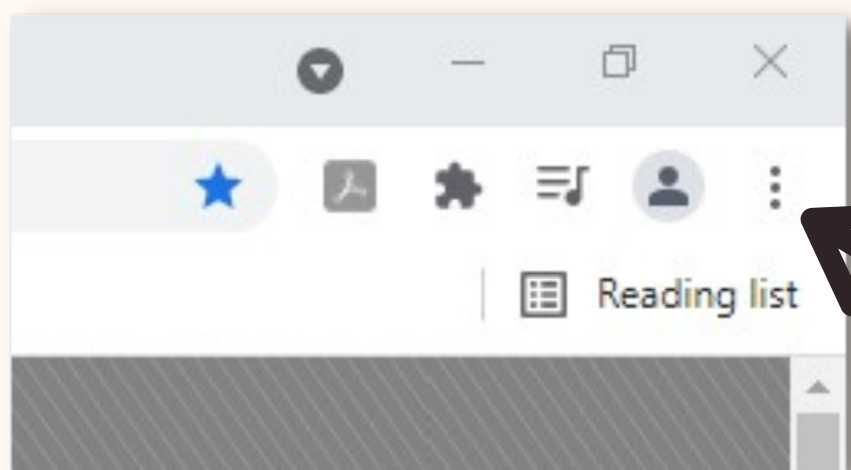
We have a help poster for that as well!

# CLEAR CACHE & COOKIES

1

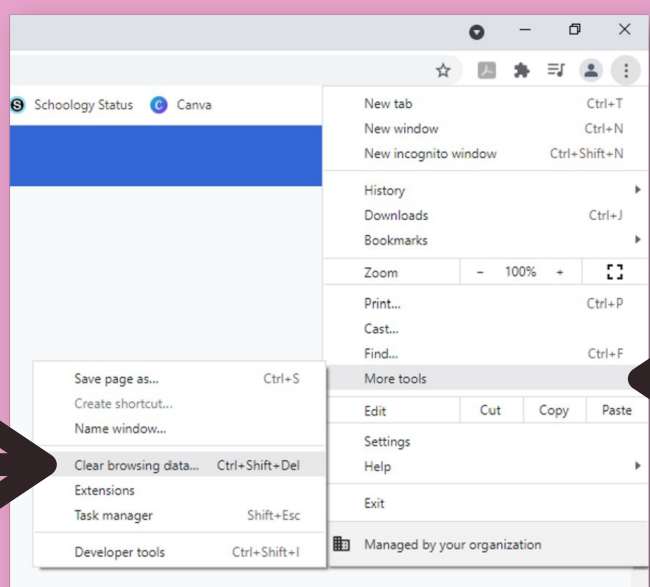


2



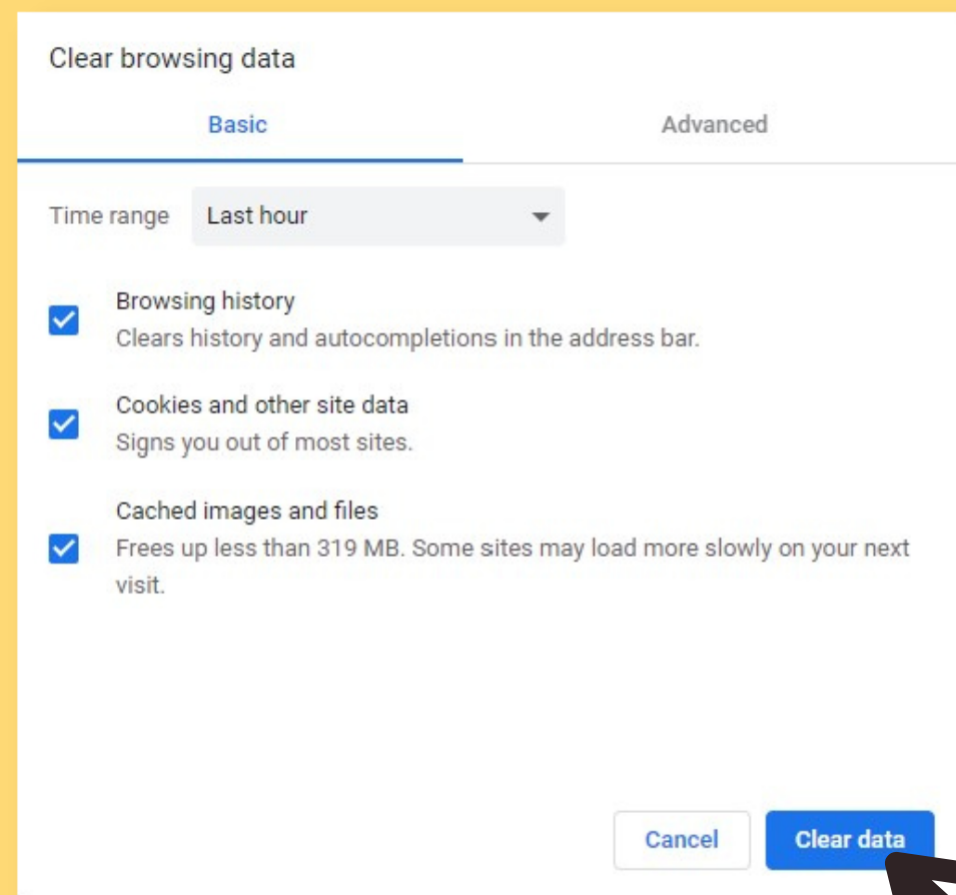
While in Chrome, click the three dots in the top right corner

3



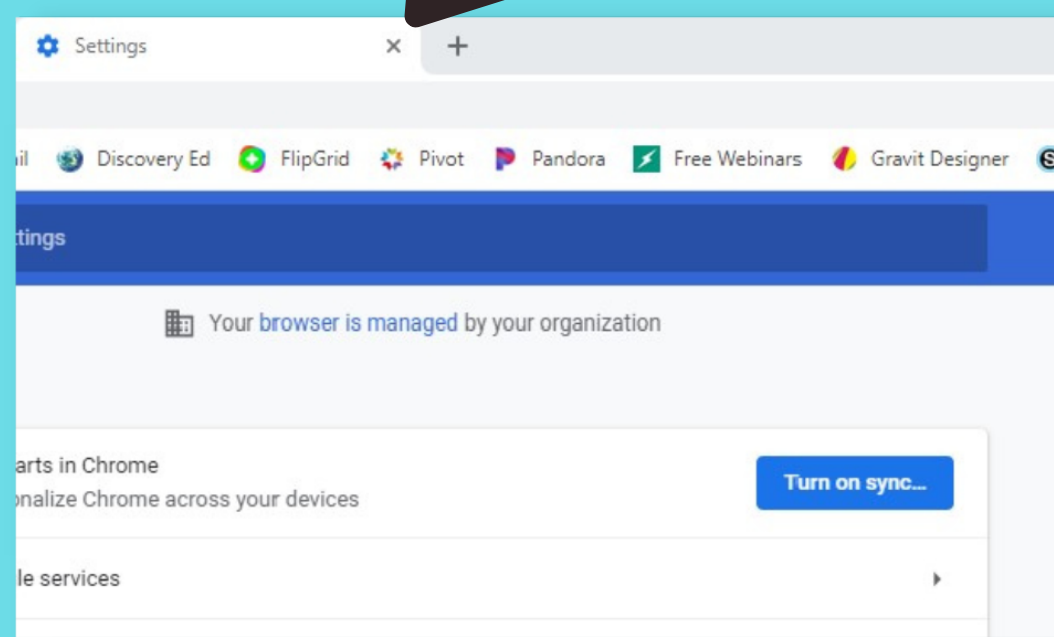
Choose "More Tools" Then choose "Clear Browsing Data"

4



In the box that pops up, click "Clear Data"

5



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