

Technology “Quick Fix” Cheat Sheet for Common Problems

Clever Login with Active Directory Loop

Step 1: Open Chrome.

Step 2: Click three dots in upper right-hand side.

Step 3: Select "More Tools."

Step 4: Select "Clear Browsing Data."

Step 5: Select "All Time" and make sure all three boxes are checked.

Step 6: When finished, restart Chrome.

Step 7: Go to [Clever.cusd.com](https://clever.cusd.com).

Step 8: Select "Login with Active Directory."

Step 9: Enter Username and Password if needed.

No Audio in Zoom

Step 1: At the bottom left side of the screen there is a picture of a microphone with a “^” next to it.

Step 2: Click on the “^” and the sound options will pop up.

Step 3: Select “Same as System” or “Internal Mic” if student has an issue being heard and is using computer audio.

Step 4: Select “Same as System” or “Internal Speaker” if student can’t hear you.

Step 5: If neither works, keep selecting options until they find the combination that works.

Unable to Access Google Classroom (Personal Computer)

Step 1: Students must be logged into their @cusdstudent.com account.

Step 2: In the upper-right corner of the screen will be a circle or picture. Click to see what account is logged in.

Step 3: If it is not the student under their @cusdstudent.com email address please select it or add it to the accounts by selecting the “Add Account” or “+” sign.

Step 4: Once their @cusdstudent.com account is active, try to access Google Classroom.

Global Protect Won’t Connect (Chromebook)

Global Protect is being removed from Chromebooks by August 27.