

TROUBLESHOOTING SCHOOLOGY ISSUES

Schoology Information is posted on the Media Center website:
<https://www-pbm.stjohns.k12.fl.us/media/schoology-information/>

Troubleshooting **login issues** for **STUDENT** accounts:

- The "[2020-21 Student Getting Started with Schoology Guide](#)" has login directions
- Use Chrome as the web browser
- Make sure you are using the SJCSO link to Schoology <https://stjohnsschools.schoology.com/>
- Clear the web browser's history and try again
- Restart your computer and try again

Troubleshooting **login issues** for **PARENT** accounts:

- Parent access code letters will go home the second week of school. Students registering later in the school year will get their parent letter when they come pick up their textbooks.
- Link to the SJCSO [Schoology for Parents](#) webpage
- Use Chrome as the web browser
- Parents login via <https://www.schoology.com/> (NOT the SJCSO link/portal)
- Clear the web browser's history and try again
- Restart your computer and try again
- Parent accounts are set up via Schoology.com, not through SJCSO, so we don't have any visibility or access to assist with parent accounts.

Troubleshooting **technical issues** once in Schoology:

- Make sure you are using the most up-to-date version of Chrome as your web browser
- If you get an error message, refresh the page often so you know when the system problem has cleared
- If having audio/visual trouble, make sure FLASH for Chrome is enabled
 - While you are in Schoology, click on the lock icon to the left of the URL
 - Scroll down to "Flash", then select "Allow" in the dropdown menu at right
 - When launching an Audio/Video session, you will be prompted with a second permissions option box. Check "allow" and "remember". You may need to refresh the page again.
- Can't hear? Make sure the volume is up on your computer and not muted.
- The Conference feature is NOT available via the app, however students CAN use the Conference feature using their mobile device's web browser (just like a computer)

