

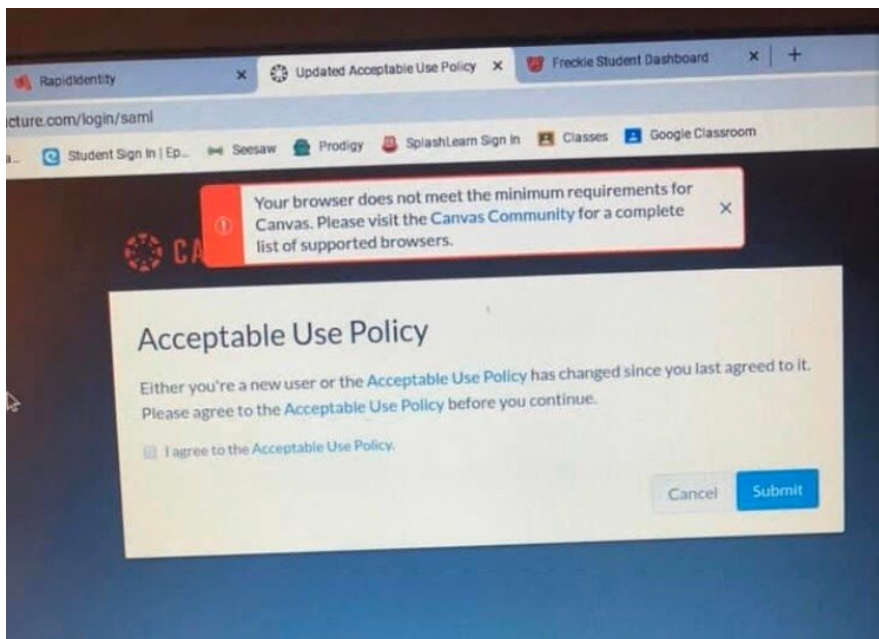
Chromebook Troubleshooting

This is only for people who checked out a Chromebook from the school.

If you are using a personal device, please ignore these steps.

Possible Issue 1:

1. You may get a message that says: *“Your browser does not meet the minimum requirements for Canvas. Please visit the Canvas Community for a complete list of supported browsers”*

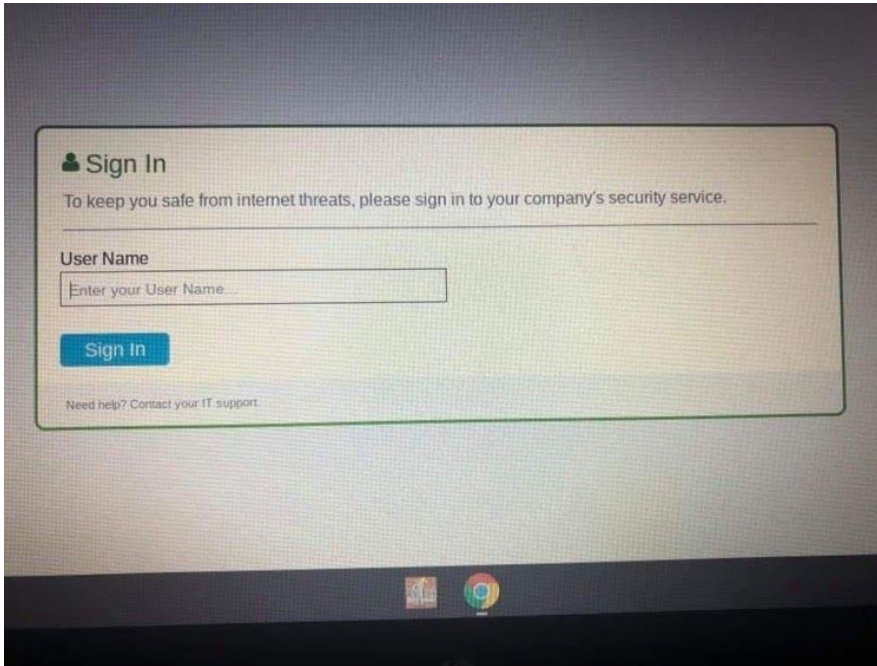


2. Update your Chromebook.
 - a. To do this, click Notifications in the bottom right corner. (The button may look like a circle.)
 - b. It will ask if you want to restart for the update. Click “yes”.
 - c. Let the Chromebook restart and come back on.
3. Come back to Canvas, and it should work properly.

Possible Issue 2:

1. You may get a notification when you try to navigate to a website (any website) that says *“To keep you safe from internet threats, please sign into your*

company's security service"



2. To fix this, follow these steps. (This is known as zscaler.)
 - a. Type in the student's full email address when prompted, as shown in the image above.
 - b. After that, a "cookie" is stored automatically, and it should fix the problem.
 - c. Please note: if you ever completely clear your browser cookies or clear your cache, you may need to repeat these steps.