

Help! Step-By-Step Guide to Problem Solving

Having a problem? You've come to the right place. In order to get you back on track in a speedy and efficient manner, please follow this five-step guide to problem solving, and then use the topics in the Troubleshooting Table at the end of this section to find advice for specific problems.

1. What is the problem?

First, define what is happening. You need to be able to verbalize the problem in specific terms

I tried to log in to my course account to do an assignment and I could not get in. I was trying to do Lesson 3 in my Oregon Writers course.

2. How have you tried to fix the problem?

It is always a good idea to stop and look at the problem to see if it is a simple user error, such as hitting the Caps Lock key, spelling a username or password wrong, or accessing the wrong Web page. Take a minute to check.

I made sure the Caps Lock key was not on, checked to see that I was on the correct course Web page, and then I tried slowly re-typing my username and password into the spaces provided. I still could not access my account.

3. What information can you provide about the problem?

The more specific you can be in your description of the problem, the better. Try not to use generic terms.

When I click on the Join The Discussion link in Lesson 3 of my Oregon Writers class, instead of taking me to the discussion I get a message that says, "The password you entered was incorrect. Please check the spelling and try again." I am sure I entered the correct password, and I double-checked. The URL of the Web page I am on is <http://www.coolschool.k12.or.us/courses/101010/lessons/assignments/index.html> The browser I am using is Internet Explorer 5.0 on a PC at my school

4. Which Troubleshooting Table item seems to be the most closely related to the problem you are having?

Review the issues in the Troubleshooting Table to find advice and support resources for more specific issues. Read through the material carefully.

5. Use the support resources listed in the Troubleshooting Table to communicate your description of the problem.

Your message should include as much information about the problem as possible, following steps 1-3 above.

| Troubleshooting Table | |
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| Issue | Support Resources |
| 1. Technical problems with the school computer --Internet access or crashing. | Your schools' identified technical support person. |
| 2. Technical problems not on the school computer but in the course--broken links, missing text or images, problems accessing video | First, inform your adult contact, who may be able to help you fix the problem or contact your school's technical support person. If this does not work, contact the COOLSchool Technical Support team at cs-support@coolschool.k12.or.us . Be sure to give them a clear and thorough description of the nature of the difficulty you are having following steps 1-4 of the Problem-Solving Guide. |
| 3. Difficulty accessing courses through the COOLSchool Web site. | Contact COOLSchool support at cs-support@coolschool.k12.or.us |
| 4. Password isn't working. | First, be sure that you are typing your password correctly. Retype it slowly, making sure the Caps Lock is not on. If it still doesn't work, contact your teacher or the COOLSchool registrar at registrar@coolschool.k12.or.us |
| 5. Questions or concerns about actual course content or procedures. | Contact your (student's) COOLSchool instructor. To contact the instructor, type the instructor's first and last name without spaces in all lowercase followed by @mail.coolschool.k12.or.us (e.g., timcanadey@mail.coolschool.k12.or.us) |
| 6. Questions or concerns about an instructor. | Contact the principal of COOLSchool at admin@coolschool.k12.or.us |
| 7. Questions about final grades or difficulty with registration (attendance tracking). | Contact the COOLSchool registrar at registrar@coolschool.k12.or.us |

Be patient while you wait for a response and, if possible, continue to work on your course. The appropriate staff member will get back to you with an answer or to clarify the situation as soon as possible.