



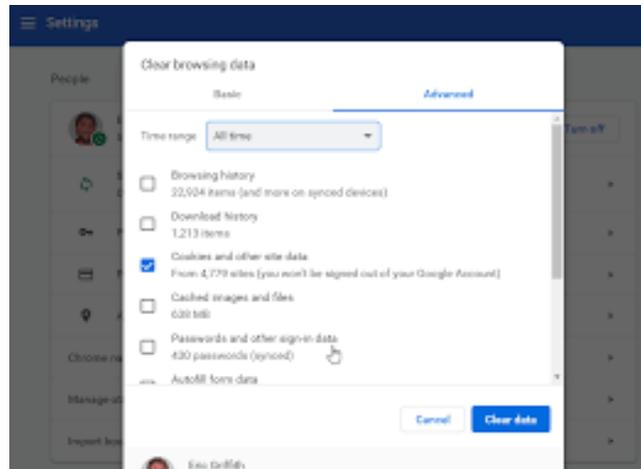
At the start of each class, log in to Minecraft to check for any technical issues.

If you are unable to log in please work through the following steps to explore the problem.

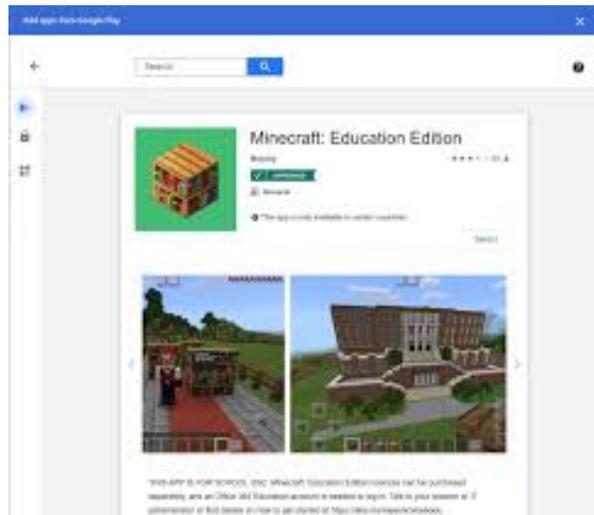
1. Check to be sure you are logging in with your 8-digit student number followed by "@richland2.org." (numeral 2, not ".com")
2. Check for **Chrome OS updates**. Behind the clock, select the gear, **About Chrome OS**, check for updates.
3. **Shut down and restart** your computer.
 - a. Simply closing your computer is not enough
 - b. Just logging out is not enough.
 - c. It is a **complete shutdown** of your computer
4. Check to make sure you have the **latest version of Minecraft** installed. Check the version number in the lower right hand corner; if it is not the latest version, then you will need to update it. For schools using **Google Play**, the Minecraft Education Edition page will show a button labeled **"Update."**



5. **Clear your cache in your Chromebook settings** (click *three dots* up and to the right, *Settings, Security and Privacy, Clear Browsing Data*). Make sure to clear this *for all time*.



6. You may need to **uninstall and reinstall** Minecraft via **Google Play**.



7. **If after taking these steps it still does not work, we may need to arrange an appointment to work with a school TLC.** Please understand that they may not have time to help you immediately because they have many responsibilities during the school day.