

## Parent/Student Technology Troubleshooting

**Scenario 2 – Student is logged into the Chromebook successfully BUT is receiving a “zscalerone” error screen stating that they need to log in with their organization credentials**

### **Solution:**

1. Sign out of the Chromebook
2. Shut the Chromebook down (**do not simply close the Chromebook up, you MUST choose the shutdown option and let the Chromebook power down**)
3. Power the Chromebook back up
4. On the log on screen put in your student log-in in the following format (ex. **1234567@student.cms.k12.nc.us**) the student **MUST** use the **student.cms.k12.nc.us** format on this screen.
5. Choose Next
6. Put in your Google password (**the password you use to log-in to the Chromebook**)
7. Choose Next
8. The a “zscalerone” error screen will pop up automatically and you will need to log in to the credentials box using with your log-in information in the following format **ONLY (1234567@cms.k12.nc.us) YOU CANNOT** use the “student” before the “cms” on this screen.
9. Choose Next
10. Put in your Google password (**the password you use to log-in to the Chromebook**)
11. Choose Next
12. The “zscalerone” error screen will pop up automatically **AGAIN** for a 3<sup>rd</sup> authentication process. On this screen you **MUST** log in to the credentials box using with your log-in information in the following format **ONLY (1234567@cms.k12.nc.us) YOU CANNOT** USE THE “student” before the “cms” on this screen.
13. Choose Next
14. **FOR THIS PASSWORD** – put in your **BIRTHDAY** passcode in the following format (YYYYMMDD)
15. Choose Next and you should be able to navigate to websites and throughout your Chromebook successfully

**IF YOU ARE NOT ABLE TO GET PAST THE 3<sup>rd</sup> LEVEL AUTHENTICATION** – this is a separate issue that will require intervention by the Help Desk. Due to a high volume of parent/student calls, the Help Desk will **NO LONGER** receive calls from parents/students and you must contact either **ANY** of your teachers **OR** the Technology Associate who will need to put in a Help Desk request for you to have the issue resolved. The Help Desk will need to change your birthday information in the active directory for CMS.

**PLEASE NOTE:** All of the above troubleshooting solutions are available on every Chromebook once students get past the initial log-in screen in which it appears on the **FIRST** web page that opens up. I encourage you to take the time to read through the directions to avoid user-error when trying to resolve issues.