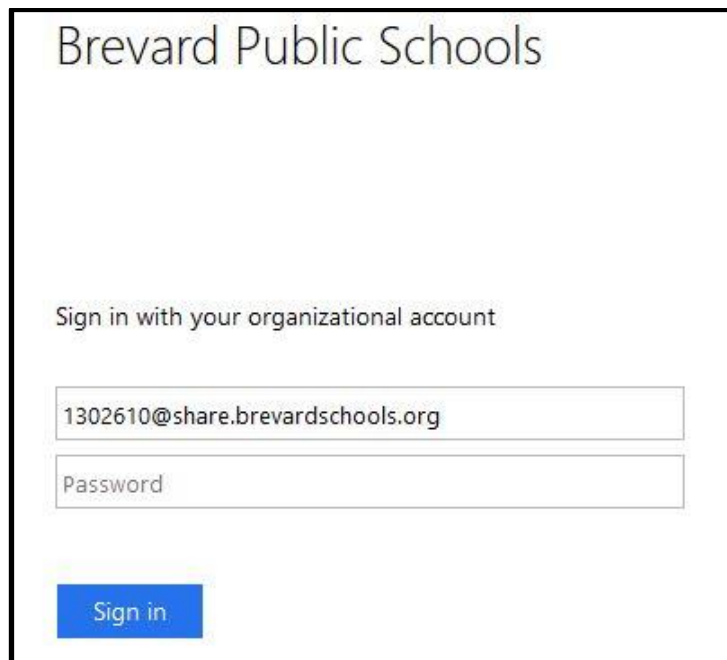# FOCUS & Google Classroom Home Troubleshooting Instructions

For problems connecting to either FOCUS or Google Classroom, here are a few things to check:

1. Is your computer connected to the Internet?
   a. Solutions for this vary based upon computer type or your Internet service, but if you can Google something, then you're connected. If you can't, that must be fixed first.
2. If you're getting a "not authorized" sort of error when trying to open LaunchPad, you *may* be using old, saved credentials. Delete those by:
   a. Click the 3 vertical dots in the upper right corner of the browser
   b. Click **Settings**
   c. Click **Autofill – Passwords**
      i. Delete passwords saved with "google" or "bps" entries.
   d. Click **Privacy and Security**
   e. Click **Clear Browsing Data**
      i. Under the **Basic** Tab, select all three items, click the **Time Range** drop down and choose **All Time**, and then click the **Clear data** button.
      ii. NOTE: If you have trouble finding these buttons, you may have an old version of Google Chrome. GO BACK TO STEP #2.
3. After those saved answers are cleared, you should be able to open Launchpad without error messages. Click **Sign in with SAML**. You should see the "Brevard Public Schools" sign-in page. Enter your username (*studentnumber*@share.brevardschools.org) and password:

If you still get an error, you probably have a locked-out account or expired password. Call: 321-264-3100 extension 1014 and have your student number ready. You can also contact the THS Technology Office via email: nordby.randall@brevardschools.org

Titusville High School Technology Office – Randall Nordby