

RVC Tech Tips



As we have questions we will put the solutions in this file so check here if you are having any technical issues.

Table of Contents

★ [Things to try first for general issues](#)

★ Google Classroom

- [If you delete a document assigned by your teacher.](#)
- [Pitfalls of Using the Google Classroom Annotation Tools](#)
- [Video - Make sure you are logged into only your RVC Google Account on your iPad](#)
- [PDF Expert - An Alternative to the Google Annotation Tools](#)

★ More Google Classroom

- [The app keeps freezing when I'm typing in the Google Classroom Annotation Tools.](#)

★ [LightSail](#)

General Suggestion to Resolve Many Issues

Try These First

★ **Hard close your apps**

- double click on the home button and swipe up for all of your apps
- Open the app you would like to use again.

★ **Turn off iPad to let it reset**

- Press and hold the power button until you see “slide to power off”
- Slide that notification
- Wait until it shuts down completely
- Press the power button to turn it back on

★ **Make sure iPad is up to date with the latest IOS version**

- Go to Settings...General...Software Update
- You will see if your software is up to date or if you need an update.



★ **Make sure your app is running the latest version**

- Launch the App Catalog app (Image to left)
- Find the app you are having trouble with
- Tap Installed
- Tap Install

★ **Uninstall and Reinstall the app that is giving you the problem**

- Press and hold on the app.
- Tap Delete App
- Launch the App Catalog app (image to left)
- Tap Install
- Tap Install again.

★ **Make sure you are logged into ONLY your RVC account on your iPad**

- [Here is a link to a video with directions](#)

I Deleted an Attachment My Teacher Gave Me in a Google Classroom Assignment

If you delete an attachment that was given to you by your teacher in Google Docs do the following:

1. Go to the Assignment
2. Tap in the Your Work section
3. Tap Add attachment
4. Tap Drive
5. Tap Classroom
6. Tap the name of the class
7. Tap the document you deleted

Pitfalls of Using the Google Annotation Tools

[Click here](#) to see a video that explains common problems with the Google Classroom Annotation tools and how to solve them.

Below is an outline of the content.

0:40 - Sections of an assignment

1:48 - Settings on your files

2:18 - Annotating a file

2:55 - Editing a saved file

3:35 - Adding to your file

4:29 - Your file won't always save after you "Turn in" and "Unsubmit"

6:09 - Working with files in the attachments section

7:41 - Only login to ONE Google account on your device

8:28 - You must be on an iPad to Annotate ([here is a video about this Issue](#))

8:36 - Give PDF Expert a try!

Classroom is Crashing when I'm Typing

The Classroom annotation tool DOES NOT LIKE TEXT BOXES. Please do not use text boxes when you are annotating in Google Classroom.

If it is a Google Doc or Slides file, bring the file into that app to do your typing. [Here is a video explaining.](#)

[You can try PDF Expert if you really want to use text boxes on the file and it is a PDF.](#)

PDF Expert – An Alternative to the Google Annotation Tools

Would you like to challenge yourself and try a new tool for annotating a PDF? [Check out this video.](#)

Light Sail is “Spinning”

If you are having trouble with LightSail one of the solutions below should solve the problem.

1. Close all of your tabs in Safari
 - a. Tap and hold on the icon in the upper right corner of your screen when you are in Safari
 - b. Tap Close all # Tabs (screen shot to right)
2. Hard close Safari
 - a. double click on the home button and swipe up)
 - b. Open Safari again
3. Turn off iPad to let it reset
4. Make sure iPad is up to date with the latest IOS version

