March 30, 2020

Dear Nutley Parents and Staff,

There is high traffic to many tech sites during the current COVID-19 crisis which is causing intermittent disruptions in service as systems experience much higher usage than ever before. Ongoing maintenance is needed, both planned and unplanned. We thank you for your flexibility and patience during this time.

Schoology has been optimizing its systems to upgrade and handle the increase and users can monitor/check their current service status here: status.schoology.com

As of today at 10:45AM, Schoology is currently reporting a service disruption; some users are continuing to experience intermittent load errors while using Schoology. This incident is still active and Schoology is working on investigating and resolving the issue in a timely manner. Thank you for your patience; the aforementioned status page will update as maintenance is complete.

Below are some simple tips to help your children if technology issues persist:
- ➔ Give it some time - Log out and log back in.
- ➔ Restart your computer.
- ➔ Check status.schoology.com for any system issues.
- ➔ If using a district Chromebook:
  - ◆ Verify that the correct student account is signed into the device (Schoology will automatically use the same student account.)
  - ◆ Powerwash the Chromebook
- ➔ If using a personal desktop/laptop:
  - ◆ Try another web browser (i.e., Chrome, Firefox).
  - ◆ When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites. Clear cache & cookies - Computer - Google Account Help

Specific troubleshooting for Schoology:
- ➔ Students and staff log in to Schoology at https://nutley.schoology.com/, using your Nutley Google Account credentials.
- ➔ If a student is experiencing issues with accessing a Google Drive Assignment in Schoology, follow the instructions to reconnect/authorize the account: Reconnecting the Google Drive Assignments App with Force Log Out (Students)
- ➔ Schoology provides how-to guides and other support resources: Schoology Support

Please continue to email VirtualLearning@nutleyschools.org if you are experiencing persistent technology issues. Provide as many details as you can in the email so that we can best support you.

Thank you and be well,

NPS Technology Department