

# FCPS Website/Account Troubleshooting Tips

If you run into a *website* that won't load, please try the following troubleshooting tips:

- Make sure you are using **Chrome**
- [Clear your cache](#)
  - a. On your computer, open Chrome.
  - b. At the top right, click the three dots.
  - c. Click More tools Clear browsing data.
  - d. At the top, choose a time range. To delete everything, select All time.
  - e. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
  - f. Click Clear data
- Restart your computer
- Check your internet connection

If you run into an *account* that is not allowing your child to login, please try the following troubleshooting tips:

- Check that the username and password are correct
- Check to make sure caps lock is turned off
- ST Math, Imagine Reading, Imagine Learning & Literacy, and Wixie are accessed through [Clever](#).
  - Username: student id number (NO @fcpschools.net)
  - Password: student password
- Google Suite (gmail, google classroom, google drive, etc) are accessed using the student's FCPS Google account
  - Username: student id number@fcpschools.net
  - Password: student password

If these fixes don't work for you, please try a restart on the FCPS network if you haven't done so recently.

## Restart on FCPS network

- a. Go to the nearest FCPS school parking lot
  - b. Restart the computer (make sure it is picking up the Fairfax network)
  - c. Login to the computer
- This will allow the computer to pull any FCPS Windows updates or policy changes.
  - ***Due this once every two weeks if you are able.***

If none of these have solved the issue, please put in a [student IT request ticket](#).