

## Tech Support for Parents

### Updated 8/11/2020

Phone support is limited to hardware problems and Internet connectivity issues.

#### Contact the teacher

- Loaner equipment – Windows devices must be logged onto at an MCOE site
- Password resets
- Software problems
- Website issues
- Homework questions

#### Phone support

209-386-6051 during the hours of 7am to 5pm. If no answer leave a voice message with your school, teacher, name and problem.

#### Passwords

Student Gmail password reset: Contact students teacher

**Home Internet** – You will need a copy of your bill for the account number.

1. Frontier: <https://frontier.com/helpcenter/SupportWizard/Troubleshoot/Sign-in/Get-Started>  
See bill for support phone number.
2. Spectrum: <https://www.spectrum.net/support/?cmp=slp-con-ica-res-twc> See bill for support phone number.
3. ATT: <https://www.att.com/support/> Internet - 800-288-2020
4. Comcast/Xfinity: <https://www.xfinity.com/support/> Xfinity Hotline 1-800-934-6489

#### MiFi

1. Verizon MiFi provided to Special Education students- 209-386-6051 7am to 5pm. **If no answer leave a voice message with your school, teacher, name and problem.**
2. T-Mobile 1-800-T-MOBILE
3. Verizon MiFi provided to Charter Schools and Valley Community Schools – contact teacher

#### Google Meet

Error: Unable to join meeting-ensure that Chrome is logged on with your MCOE.org account.

# Tech Support for Parents

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### Disabling Popup Blockers

## CHROME (WINDOWS)

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By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off pop-up blocker, follow these instructions:

1. Click the **Customize and control Google Chrome** menu (the three dots in the upper right corner)
2. Select **Settings**.
3. Click **Advanced** at the bottom.
4. Under **Privacy and security**, click the **Site Settings** button.
5. Select Pop-ups and redirects.
6. To disable the pop-up blocker uncheck the **Blocked (recommended)** box.
7. To enable pop-ups on specific sites, check **Blocked (recommended)** and click **Add** next to **Allow** and enter the URL(s).

## FIREFOX (WINDOWS)

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1. Select the three horizontal bars in the upper right corner.
2. Select **Options**.
3. Select the **Privacy and Security** tab.
4. To disable the pop-up blocker, uncheck the **Block pop-up windows** box below **Permissions**.
5. To allow specific pop-ups, click **Exceptions** and enter the URL(s).
6. **Close** the window.
7. Click **OK**.

## INTERNET EXPLORER (WINDOWS IE 8 AND EARLIER)

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1. Click **Tools**.
2. Click **Pop-up Blocker**.
3. Click **Turn Off Pop-up Blocker**.

## INTERNET EXPLORER (WINDOWS IE 9 AND LATER)

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1. Click the **GEAR** icon and select **Internet Options**.
2. Select the **Privacy** tab.
3. Uncheck **Turn on Pop-up Blocker** to disable the pop-up blocker.
4. Click the **Settings** button to disable pop-up blockers for specific sites.
5. Click **OK**.

## CHROME (MAC)

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By default, Chrome will notify you when a pop-up is blocks and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

## Tech Support for Parents

### Updated 8/11/2020

1. Click the Customize and control Google Chrome menu (the three dots in the upper right corner)
2. Select Settings.
3. Click Advanced at the bottom.
4. Under Privacy and security, click the Content Settings button.
5. Select Pop-ups and redirects.
6. To disable the pop-up blocker uncheck the Blocked (recommended) box.
7. To enable pop-ups on specific sites, check Blocked (recommended) and click Add next to Allow and enter the URL(s).

## FIREFOX (MAC)

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1. Select **Preferences** from the **Firefox** menu.
2. Select the Privacy and Security tab.
3. To disable the pop-up blocker, uncheck the Block pop-up windows box below Permissions.
4. To allow specific pop-ups, click Exceptions and enter the URL(s).
5. Close the window.
6. Click OK.

## SAFARI (MAC)

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1. From the **Safari** menu, select **Preferences**
2. Click **Websites** at the top of the window
3. Select **Pop-up Windows**.
4. To disable the pop-up blocker select **Allow** next to **When visiting other websites**.
5. To allow specific pop-ups, navigate to the web page, follow steps 1-3 and then select **Allow** next to the name of the site.