Accessing Online Textbooks

Step 1: Make sure you are connected to a Wi-Fi signal

This signal should be strong enough to connect your laptop to the internet. Make sure the signal you have is either your home Wi-Fi, or some other specific Wi-Fi you may be trying to access. Generally try to avoid Hotspots because they are unsecure and can sometimes give your laptop unintended malware. To test the strength of your reception, see. All Wi-Fi connection info is displayed at the bottom right corner of your screen.

### Step 2: Verify the status of Global Protect (if you have a Laptop-for-Learning computer)

Global Protect is the Earth-resembling icon in the bottom-right corner of the screen. There are three different statuses which can appear: **Home icon** - When a device is connected to *MartinSchools* directly at school, the Global Protect icon will display a house. This is the only time that the house should appear. **Shield icon** - When a device is connect to any other network besides *MartinSchools*, such as the library or a home network, it will display the shield. **Disconnected icon** - When a device is not connected to a network, whether the Wi-Fi card is turned off (which can enable/disable using the Fn key + F12 key) or there are not any networks in range, the Disconnected icon will appear. When transitioning networks, it is a good idea, once you connect to the new network, to right-click the Global Protect icon and select *Rediscover Network*. This will cancel Global Protect's current session and have it restart.

Step 3: Open a new session of Google Chrome

Although Third-party websites may be able to access *ClassLink*, it is simpler to open a session of Chrome, since it is one of the pre-installed browsers in the L4L devices. The laptop should already have the *ClassLink* extension for you, so opening Chrome will automatically take you to the *ClassLink* webpage.
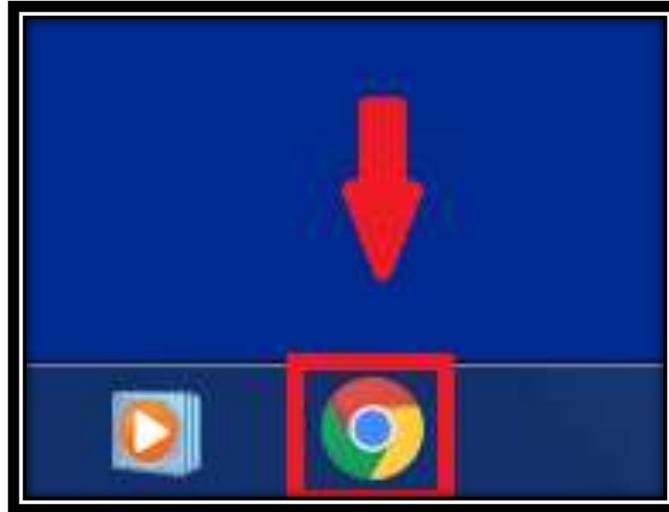
Step 4: Log into *ClassLink* with your user credentials

When accessing *ClassLink* from home, it is necessary to input your 4300# and password into the respective boxes, and clicking the *Sign In* button. DO NOT click the *Sign In Using This Button at School* button, as it will redirect you to another webpage, forcing you to type your user credentials.
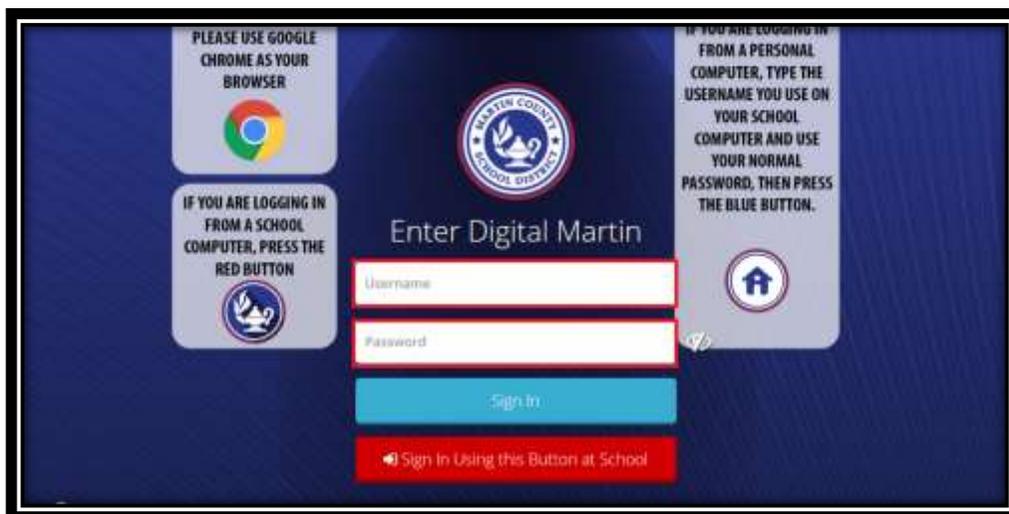
Step 5: Click on the applicable publisher's icon. (In this example we use "Pearson Single Sign on." Ask your teacher as to the icon you should select for your subject area. Additionally, your *ClassLink* icons may not be arranged as shown below.)

The publisher's icon will redirect you in a new tab to the online textbook. It is IMPORTANT that you access all publishers through *ClassLink*. Accessing it from a bookmark or shortcut will force you to log into the publisher's website separately, and it will not work with your user credentials. Also, be patient when accessing the publisher, as *sometimes* it will take a couple of minutes to load.

After completing Steps 1 to 5 above, you should be able to access the online textbook. If there is still an issue, try doing the following:

Attempt to access a different online textbook

In order to determine if the problem resides with the specific publisher or your connection, attempt to access another online textbook to which you are assigned.

Check your internet speed

Sometimes a slower internet speed can prevent you from accessing *ClassLink* (or any website for that matter). To check your internet speed, Google search the term *Internet Speed Test*, and Google should provide you with many different speed tests from which to choose. Good results for a speed test are at least *25 mbps* download speed and *3 mbps* upload speed. If the results do not meet these levels, try either moving closer to the router, or using a wired connection.
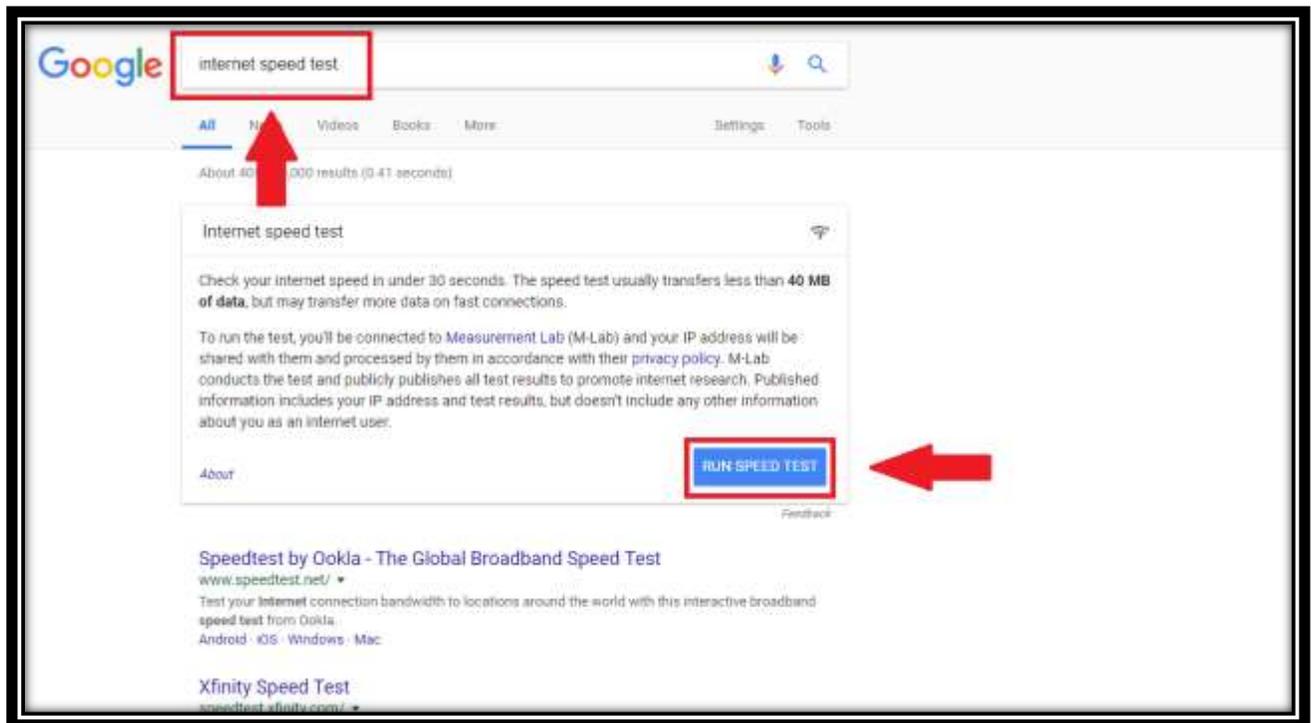
Check to see if Flash Player is allowed (again, using Pearson as the example)

If Flash Player is not working, potentially the online textbook could be affected. To check Flash Player, click either the "lock" icon, or "(I)" icon next to the address bar (depending on which appears), and verify if Flash Player is allowed. If Flash Player does not even show, then click "Site Settings" and locate Flash.
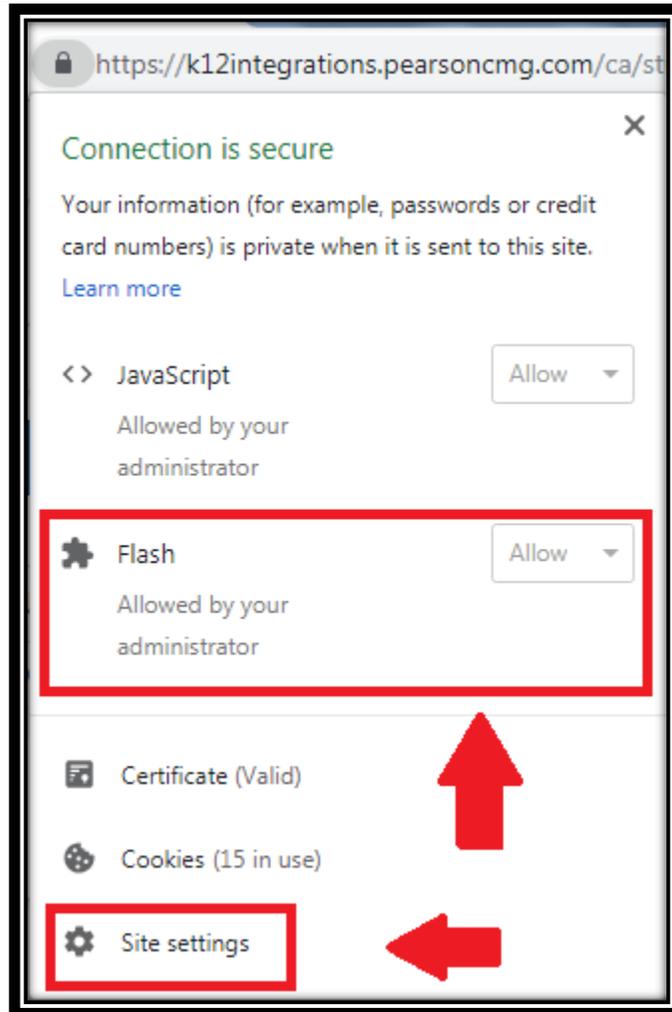
## Check your Chrome Extensions

Sometimes a Chrome extension can negatively affect your Wi-Fi connection or even give your laptop malware. To check your Chrome extensions, open a new page of Chrome. Click the three dots in the upper right-hand corner, and navigate down to "More Tools → Extensions." From there you will be able to view all of your Google extensions. To be safe, if any of the extensions are not education-related or, you're not sure what they're there for, go ahead and click on the blue bar underneath it to disable the extension. Any extensions you're sure that you do not need, click the "Remove" button instead.
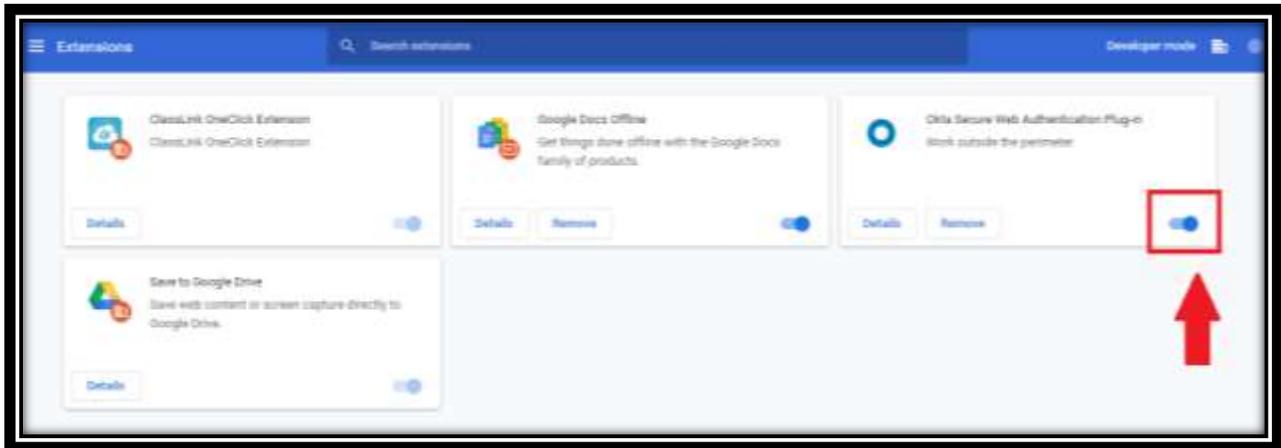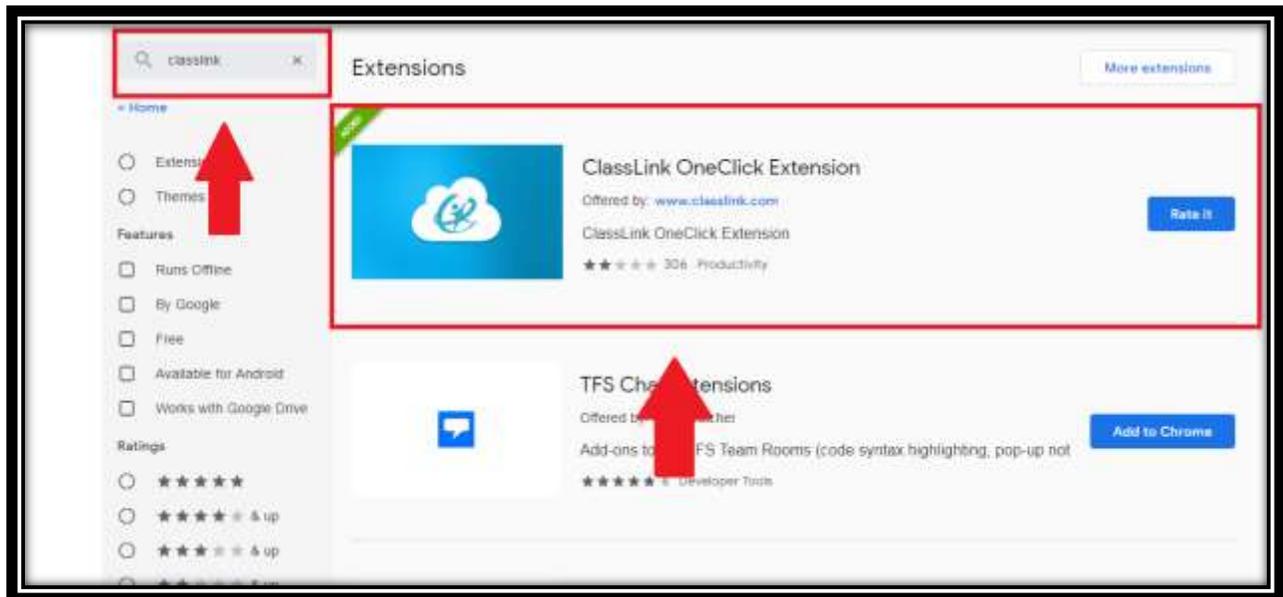
If *ClassLink* is not an extension on your laptop

1) Go to the Google Web Store
2) Search *ClassLink*
3) Click on the *ClassLink* One-Click Extension and install it
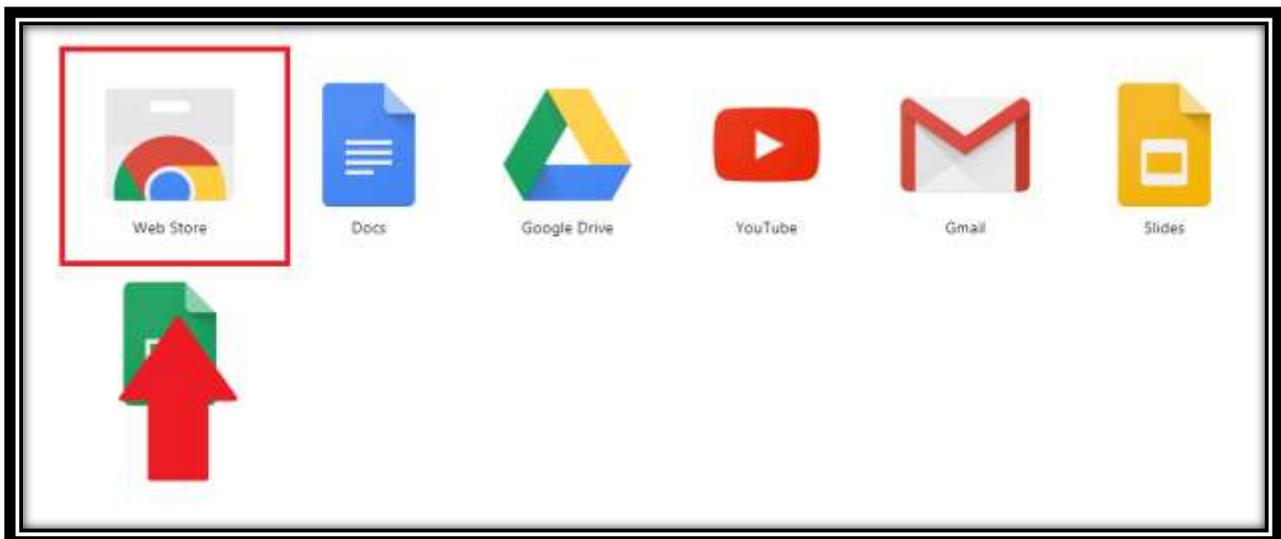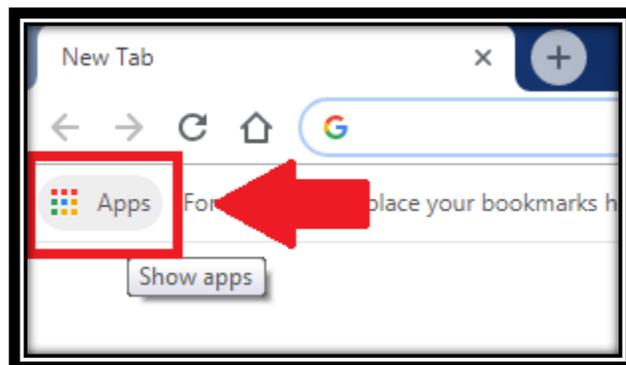
If you have completed all of the procedures above and are still unable to access the online textbook, then contact your teacher.