

# Read and Write 911 Quick Fixes



Angela Burns  
Itinerant Teacher of Assistive Technology  
OCDSB

## Table of Contents

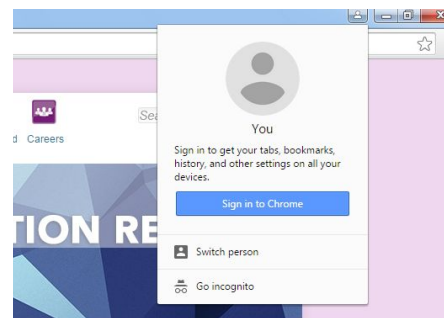
<b>Problem</b>	<b>Page</b>
<a href="#"><u>The puzzle piece will not show up or nothing happens when I click on it</u></a>	3-4
<a href="#"><u>The microphone does not work</u></a>	4-5
<a href="#"><u>Voice Typing will not work</u></a>	5
<a href="#"><u>Icons say “undefined”</u></a>	5
<a href="#"><u>Voice notes will not insert</u></a>	6
<a href="#"><u>I can't log in</u></a>	6
<a href="#"><u>The Vocabulary Icon just creates a blank page with headings</u></a>	7

## The puzzle piece will not show up



### Fixes:

- 99% of the time ***the student is NOT signed into Chrome***, or they are using their personal home account. Their name should be in the top right corner of a desk top page. Signing into Chrome **is not the same** as signing into Drive or Docs.
- IF they are using a ChromeBook and signed in with their OCDSB account, they are automatically signed into Chrome already (see last two suggestions in this section)
- Sometimes, instead of their name in the top corner, it will say “person one”. Click on “person one”, click switch user, click on the top right corner of the picture and a icon will appear. Click on remove user. Then have them log in again with their OCDSB account
- Make sure you click “**Link Data**” when the option appears.



## The Puzzle piece is there but nothing happens when I click on it

- If they click on the puzzle piece and nothing happens after logging into Chrome try:

- ❑ refreshing the page
- ❑ on a laptop or desktop - look at the bottom task bar, if you see a grey square, click on it. The prompt box for Terms and Conditions will appear. If agree is stuck under the toolbar - click tab+enter, or refresh and then tab+enter
- ❑ log out and back into their account
- ❑ good ol' shut-down the computer and restart it.
- If you have tried all of the above: Go to → Google “Read and Write Chrome Store”. Go to the first page suggested. Click on “Add to Chrome”, and when you go back to your Google Doc page, refresh the page.
- If THAT doesn't work - go to settings- extensions- and find Read and Write. Chances are that it is not enabled. Enable it, and refresh your Google Doc page.



## The microphone will not work

- 99% of the time it's because the student blocked their microphone or hasn't allowed the use of their microphone. Look for the tiny red x at the top right hand side of the address bar.

Click on the tiny x and click the bubble to “always allow Google Docs.com to access your microphone”. **Refresh/restart your page** and that should reset the microphone.

- For older laptops, you may have a mic and headphone input. Try using only the external (built in) mic, not the headset and mic.
- Try moving to a quieter area (hahahaha) if possible :(
- Very occasionally, for the older laptops, the microphone is broken. Sometime SEA Hotline can fix it, sometimes not. If the student requires the voice to text, you may consider trading with another student who does not use it.

## Voice Typing will not work



If nothing happens when you try to click the headset icon: Go to the settings in Google Docs (not Read and Write)- click on File → Language → turn it to either English US or Français. **NOT** Français Canada.

For **FRENCH**- If it is typing english nonsense or not typing at all, make sure you are on Français, not Français Canada. In Google Docs Go to File-Language- Français. Refresh your page.

## Icons Say “Undefined”

Go to the settings gear in Read and Write- Go to translation at the bottom- turn it to French and click ok. Refresh your page.

## Voice Notes will not Insert



You must “anchor” your voice note before it can insert. Click on a word in your document that you want the voice note to connect to. Then click the voice note icon, make your recording, and insert it. The word you “anchored” to will be highlighted after you insert the voice note.

## I Can't Log In

Are you using the right log in combination?

**Chromebook** ssune1@ocdsb.ca and password

**Other laptops or desktops** S233493839@ocdsb and password  
THEN sign into Chrome with ssune1@ocdsb.ca

Are you getting a message like “**there are no login servers available**” etc?

Shut the computer down. Plug in an ethernet cable (internet cable) into the laptop and directly into a jack in the wall. Start the computer fully (including log in). This reconnects the computer and usually fixes login issues.

# The Vocabulary list builder just gives me a blank page with headings

This icon is a little particular. To get it to work you must:

- Select each word individually. The best way to select a word is to double click on the word. Then use any one of the highlighters in the Read and Write toolbar to highlight it. You cannot highlight many words at the same time like

Cat rat sat or

Cat

Rat

Sat

- Make sure there are no punctuation marks next to any words.
- For French, make sure that you only highlight the word, no l' or d'