Good morning,

We have received lots of positives about the roll-out of the new LanSchool. It is exciting to be able to make things easier for everyone. As always happens with a new roll-out, we have come across some bugs worth mentioning.

**ISSUE 1: When I load my dynamic class list, I still only see blank screens or missing students.**

FIX: When you load the dynamic class list, make sure "Search for classes by: Login Name" is selected.
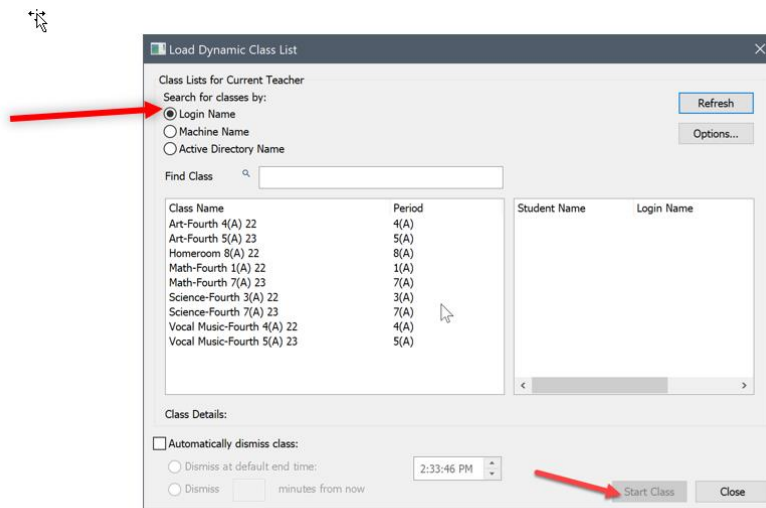
ISSUE 2: Some of my students are not loading.

FIX: There are a few reasons this may be happening.

- First, go back to Load Dynamic Class List and click Refresh in the upper right-hand corner then start class.
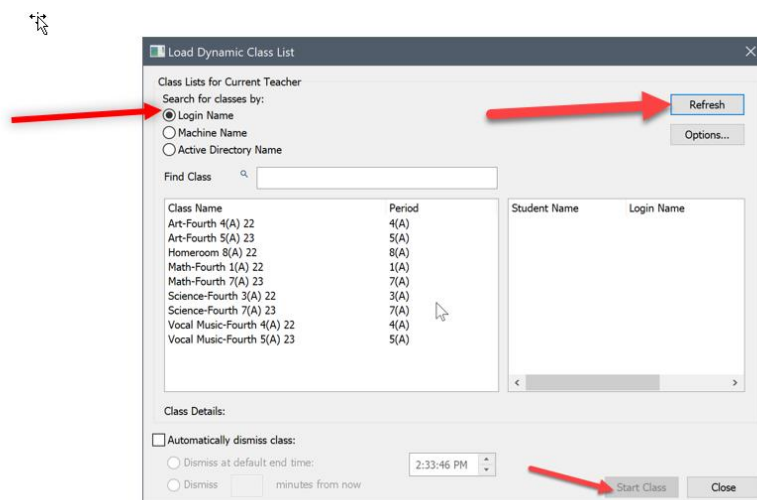
- Next, if you get a message that asks if you want to load students that have not been dismissed by another teacher, click yes. It is super important that teachers remember to dismiss the computers at the end of each class. They can even set it up to automatically do so in the bottom left of the Dynamic Class List loading box.
- Third, check and make sure that both the teacher and student laptop is connected to the LPPS Wifi and not a different one. Computers must all be on the same network for this to work.
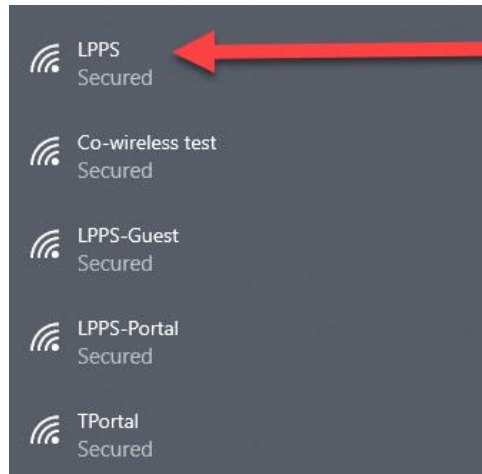
- Lastly, make sure the student is using their LPPS laptop login credentials and not someone else's or the generic STU account for that school.
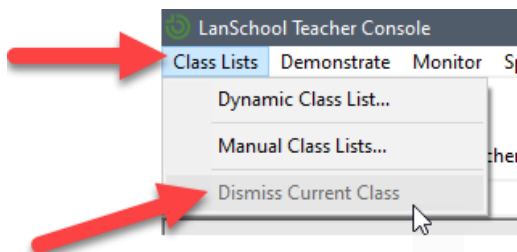
ISSUE 3: None of these fixes work.

FIX: Please fill out a Spiceworks ticket. The version of LanSchool on your student computers may be from an old computer image. Someone will have to check this and possibly reimage your student computers to make sure they are up to date.