



GEP Home Learning Guides

Fullbrook Troubleshooting Guide



Purpose

This guide is to help you work best from home and give you some ways to troubleshoot in case you are unable to log into your school email address from home. It is recommended that you follow all the steps below before contacting the IT helpdesk.

Recommended Programs

Below is a list of programs we would recommend you use as they have the most compatible with the systems we use. If you are experiencing issues, we recommend you try these programs. All of them are free to download or provided by the school.

- **Chrome:** It is recommended you use Chrome as your internet browser, it is the most reliable and stable browser for the systems we use. It is available on all devices and you can download it free at: <https://www.google.com/chrome/>
- **Office Suite:** For creating and editing documents we recommend using the Microsoft office suite. You can easily access this after logging into Office 365.
- **OneDrive:** For storing and sharing documents it is recommended that you use One Drive. It automatically saves and backs up your documents as you work on them. This can be accessed through Office 365.



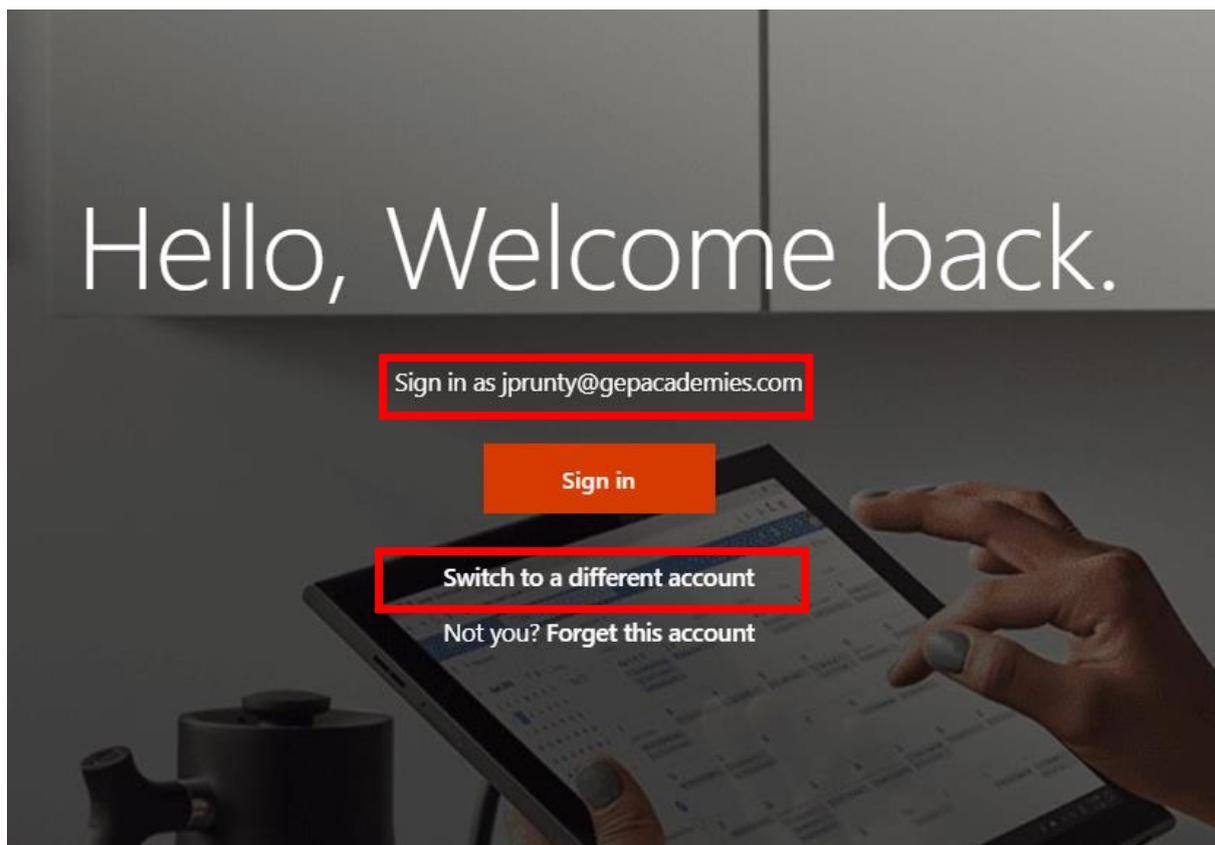
Troubleshooting Email Issues

If you are having issues logging into your email account, please follow the steps below. If none of these steps work, then please contact helpdesk on:

networkhelpdesk@fullbrook.surrey.sch.uk

When you are logging in please make sure that:

- **You are logging in with your email address and not one of another family members:** If you go to log in and there is already an email address that is not your one, you will need to click "Sign in with another account". Always check this before signing in.



- **You are typing in your email address correctly:** your email is:
USERNAME@fullbrook.surrey.sch.uk



If when you try to log in, it is still not working, open the browser in **"Private Mode"** and try again.
To do this see below:

Chrome

You can press **CTRL + SHIFT + N** or click the three dots in the top right () and press **"New incognito window"**.

Internet Explorer

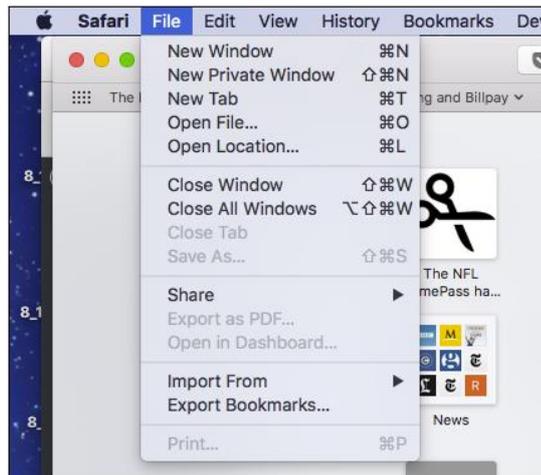
You can press **CTRL + SHIFT + P** or press the cog icon () then click **"Safety"** and then **"InPrivate Browsing"**.

Firefox

You can press **CTRL + SHIFT + P** or click the lines in the top right () and press **"New Private Window"**.

Safari

You can press **SHIFT + COMMAND + N** or click **"File"** then **"New Private Window"**



If once you have done this, you are still having issues logging in, please contact Network Helpdesk on the following email:

networkhelpdesk@fullbrook.surrey.sch.uk