

Troubleshooting iO Online Test Error

NOTE: If 5 or more students in one class receive the “**your location is not authorized for online testing**” message, then the teacher should contact the Help Desk (357-7630 or HelpDesk@fUSD.net) to report the problem and ask if the VPN is working. Otherwise, these instructions should be provided to parents and students as needed.

iO Online Testing

1. FUSD laptop must be used.
 - a. iO online testing will not work through a student’s personal device.
2. FUSD device must be connected to the District’s VPN.
3. Students should access the iO Online Testing link through ClassLink.

Connecting to or Troubleshooting Access to the District’s VPN

1. **Shutdown** the FUSD laptop.
 - a. Click the Start icon that is located in the bottom-left corner of the screen, then select the Power icon to shut down the computer:
 **Start icon**
 - b. **NOTE:** Student computers must be properly shut down every day. Closing a laptop is not shutting down. Shutting down will allow the device to receive necessary updates the next time it is turned on.
2. Turn on the laptop.
3. **Before** logging into the FUSD laptop, make sure home Wi-Fi or hotspot is connected by clicking the wireless icon in the bottom-right corner of the screen. If needed, connect to the home Wi-Fi or hotspot before going to Step 4.



4. Make sure “**GlobalProtect Status: Connected**” is on the FUSD laptop’s logon screen. If it is on the logon screen and the status is connected, go to Step 5.
If it is not on the logon screen or the status is not connected, then continue with these steps:
 - a. If the “**GlobalProtect Status**” is not connected (no internet), double check the home Wi-Fi or hotspot.
 - i. If connected to home Wi-Fi or hotspot, but the “**GlobalProtect Status**” is not connected, contact the Help Desk (357-7630 or HelpDesk@fUSD.net).
 - b. If “**GlobalProtect Status**” is not shown on the logon screen, return the laptop to the school library.



5. Select **OTHER USER** from the lower-left corner of the screen:



6. Log into the computer with username and password.
7. Students are to access the iO Online Testing link through ClassLink.
8. If still receiving the “**your location is not authorized for online testing**” message, return the laptop to the school library.