

Troubleshooting Tips

For students having difficulty logging in, please try the following troubleshooting steps:

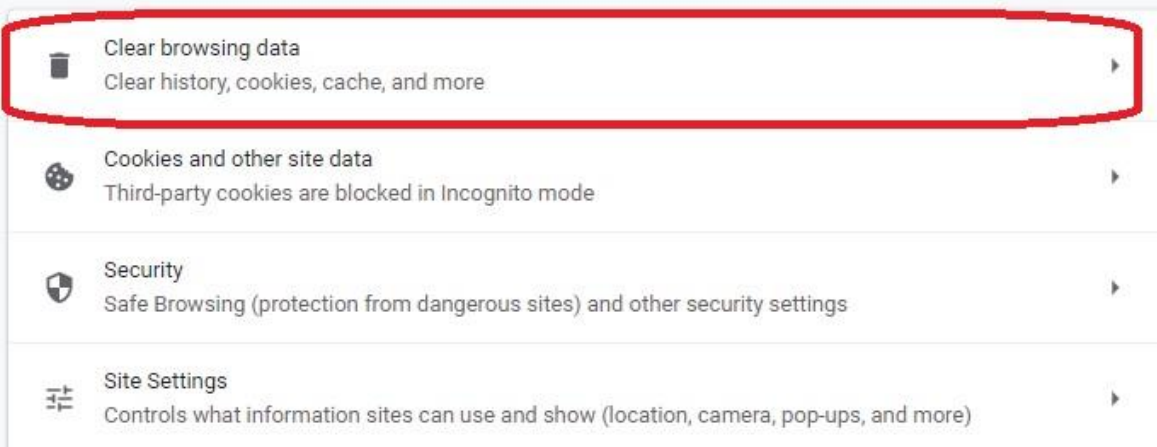
1. Completely sign out of your Chromebook or device & log back in.
2. Open Chrome & go to Settings (chrome://settings)
3. Scroll to "Clear browsing data"
4. Check the boxes for "Cookies" and "Cached images and files."
5. Set the Time Range for at least "Last 7 days." If that doesn't work, try "All Time."
6. Click "Clear Data"

Please note, the process may take a while.

Additional tips:

- Always make sure to sign into the Clever Launchpad before logging into VERGE: <http://students.dekalbschoolsga.org/>
- The Clever Launchpad is now asking for your full email address, which is your S#@dekalbschoolsga.org, plus your password.
- Still having trouble? Send an email with the subject "PASSWORD RESET" to Ms. Hawk at susan_hawk@dekalbschoolsga.org, & include the following information:
 - Your name
 - Your S#
 - Your grade level
 - Whether you are a NEW or RETURNING student
- Ms. Hawk will be resetting passwords on Monday. I will email you with your new password.
- Still having trouble? Submit a Help Ticket at <https://www.dekalbschoolsga.org/virtual-learning-support/>
 - Please note: The Virtual Learning Student Support page has been updated with more troubleshooting tips for VERGE, Infinite Campus, Teams, and more.

Privacy and security



Clear browsing data

Basic

Advanced

Time range

Last 7 days

Browsing history

Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.



Cookies and other site data

Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared.

Cached images and files

Frees up less than 319 MB. Some sites may load more slowly on your next visit.

Cancel

Clear data