



# Level 1 – Troubleshooting Guide

## Login Issue

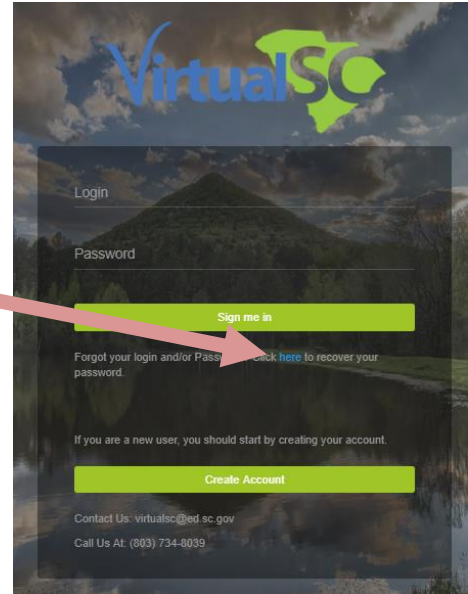
**Problem:** I forgot my password.

**Response:** Use the password reset function.

<https://virtualsc.geniussis.com/PublicWelcome.aspx>

**Problem:** I forgot my username/email.

**Response:** You must call Student Services at (803) 734-8039

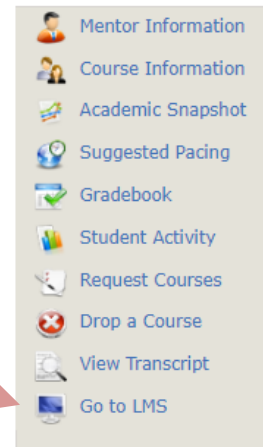


## Dashboard Moodle Issue

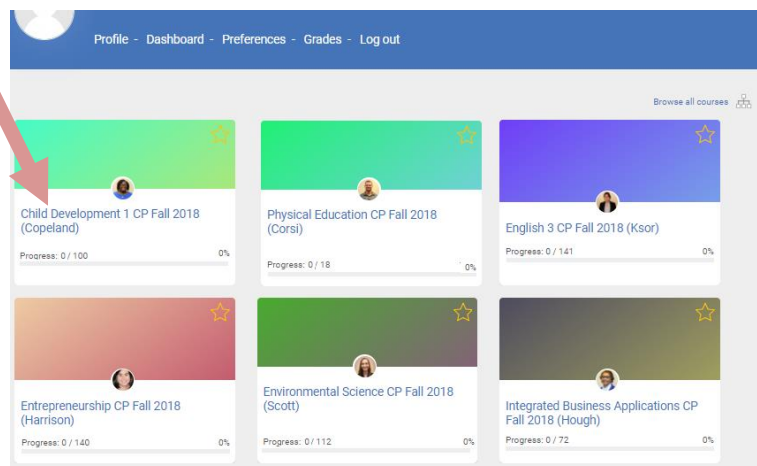
**Problem:** How do I get to my class?

**Response:** Go to the <https://virtualsc.geniussis.com/PublicWelcome.aspx> website, login to your account, and click on the Go to LMS link.

Second click on My Courses top Right then on your class



**If you do not see the Go to LMS link then make sure you are logged in as the student. The parent/guardian account looks very similar but lacks the ability to log into the classroom inside Moodle.**





## General Browser Issues

**Problem:** My browser is freaking out.

**Response:** Have you tried a different browser? IE10 and below is no longer a supported browser. Have you reset the cache?



## General files to keep updated

**Adobe Acrobat Reader** (<https://get.adobe.com/reader/otherversions/>)

Adobe Acrobat Reader software allows you to open, view, sign, print, annotate, and search Portable Documents Format (PDF) files. There will be many files, documents, textbooks and other documents throughout our courses that will require the ability to open PDF files. Some browsers have the ability natively to open PDF files.

**Adobe Flash Player** (<https://get.adobe.com/flashplayer/otherversions/>)

Adobe Flash Player is software that allows streaming video, audio and multimedia animations to be seen in the web browser. Some of the books use this older system to show video content. Many of them are moving away from Flash content over to H5P but this link is being provided for backward compatibility.

**Java** (<https://www.java.com/en/download/manual.jsp>)

While not used as much now there may be some websites that have an embedded Java application. If you encounter a website with an embedded Java app, and do not have Java installed (or enabled) you will see an empty space where the program (applet) should be displayed.



Frequently Asked Questions Webpage: <https://virtualsc.org/faqs/>

Student video tutorials: <https://virtualsc.org/student-tutorials/>

If you have any additional questions, please contact Student Services at (803) 734-8039