



LingroHub: Student How-To Guide

Troubleshooting

What you're saying	Possible solutions
<p>"I can't get into my course."</p> <p>"I'm locked out."</p>	<p>You registered, didn't pay at the time of registration and the 7- or 14-day grace period is over.</p> <p>Solution: You need to purchase access.</p> <p>You created two separate accounts using different email addresses. You are using the wrong email address as your username.</p> <p>Solution: Log in with the correct email address. Then, contact support to have the wrong email address removed to avoid a recurrence of the problem.</p> <p>You signed up using a Google account but you're trying to log in with a different username.</p> <p>Solution: You need to be signed into Google if you used your Google credentials to create your LingroHub account.</p>
<p>"I see my scores but they aren't in the gradebook."</p> <p>"I did the work, but my instructor says that they don't see it."</p> <p>"I am doing the work and the progress bar does not change."</p> <p>"I am doing the work and it does not show submitted on the calendar."</p>	<p>You did not follow the written instructions for submitting.</p> <p>Solution for LingroHub activities: You need to click FINISH and OK at the end of the activity sequence.</p> <p>Solution for Projectos (LingroFolio): Student needs to click SUBMIT TO INSTRUCTOR.</p> <p>Solution for Projectos: Make sure you have submitted the project in an acceptable format that your teacher can open. Be sure that any linked document will open. If you share it from an external application (e.g., Drive), make sure that the Drive settings allow others to open your doc.</p>
<p>"They won't accept my credit card."</p>	<p>You are trying to insert the credit card number where the bookstore-purchased payment code goes.</p> <p>Solution: Input the credit card number below the horizontal line.</p>
<p>"My payment/access code doesn't work."</p>	<p>We don't use the numerals zero (0) or one (1) in access codes.</p> <p>Solution: Use the letters "l" and "o" not zero or one.</p>
<p>"I signed up for the wrong</p>	<p>Solution: If your school uses program management, we can easily move</p>



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section.”	<p>you to the new section. Any existing grades and payment will transfer.</p> <p>Solution: If you are in a standalone course or if you are changing levels, you should enroll in the new course, and if you have already paid, contact support and we’ll move your payment to the new section. Note: Grades will not transfer to the new section.</p>
“I submitted my activity, but I have a 0 score.”	<p>For activities and projects that require your instructor to grade, a 0 score will appear in the gradebook until your instructor grades the activity.</p>
“I see a 0 with a yellow triangle and I submitted my work” but I don't see a grade in the gradebook.	<p>The 0 and yellow triangle appear in the gradebook if the activity is submitted after the scheduled due date and time (even by a few seconds).</p> <p>Solution: Depending on the late work policy, your instructor may or may not accept late work. Please speak with your instructor.</p> <p>See <i>Completing activities late</i> in ?Help.</p>
“My work has been lost.”	<p>LingroHub stores student responses every 12 seconds.</p> <p>Solution: Your work (except for LingroFolio projects) is stored even if you lose your Internet connection. At most, you will have lost what did the previous 12 seconds. When you log back in, you will see your work.</p>
"The start button doesn't appear."	<p>Solution: Check to see if your browser’s ad blocker is on. Sometimes the ad blocker reads the start button as an ad.</p>
"I need to resubmit my project."	<p>Solution: Ask your instructor to unlock your project.</p>
"The video is taking too long to load."	<p>Solution: Typically... patience. Upload speeds depend on the wifi you’re using. Try to upload the same video to drive. If it’s also slow, it’s the wifi. If uploading to drive is fast, contact us via ?Assist or at hubsupport@lingrolearning.com</p>
"I do not see the classmates' projects."	<p>Solution: You must submit your own project for the unit before you can see your classmates’ projects.</p>