

Are you seeing the message, access denied when students attempt to access files in VERGE? It may be that you Chrome OS browser or extensions may need updating. Follow the directions below to update your DCSD device by using the Gopher Buddy. Video instructions for this process may be accessed <u>here</u>.

Steps to Resolve the Issue

- 1. Log into the Chromebook, then click on the Chrome browser button
- 2. Locate the **Gopher** icon in the upper right corner of the **Toolbar**. It might have a red triangle, frowning face, or **x**. Click the blue **FIX IT** button.



3. Locate the About Chrome OS section. Then, click the Check for updates box.

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Settings	Q ₄ Search apps		
w Network	About Chrome OS		
* Bluetooth			
Connected devices	Google Chrome OS		_
* People	Version 78.0.3904.50 (Official Build) beta (64-bit)	Check for updates	
Device			
Personalization	See what's new		
Q. Search and Assistant	Get help with Chrome OS		
B> Google Play Store	Report an issue		
🗇 Linux (Beta)	Detailed build information		
Advanced -			
About Chrome OS	Google Chrome 08 Copyright 2019 Google LLC, All rights reserved.		
	Google Chrome is made possible by the Chromium open source po Chrome OS is made possible by additional open source software.	oject and other open source software.	
	Chrome OS is made possible by additional open source software. Google Chrome OS Terms of Service		
	Important use and safety information		
	Designed by Google, Assembled in Chine, Model CDA ECC ID: HESCOA and IC: 17878-504		

Note: This might take a few minutes. When updates have been made, the **Gopher icon** will change.

