

Cannot View ChromeBook Students from the SoftLINK Tutor Console

Summary

If you observe Black Thumbnails or find only the Chrome icon appears where you would expect to see the Students screen please check the following.

Details

It has been found that if you disable the {Screenshot} function of the ChromeBook via the {Chrome Management Console} you will suffer the above issue of black thumbnails or find just the Chrome icon is displayed in the Tutor console

1. First you will need to logon to the Chrome Management console, please see link below:

<https://admin.google.com/>

2. Next navigate to the following location:

Device management > Chrome > User Settings

3. Scroll down and locate the {Content} section

4. From here you will find the option {Screenshot}

5. Please ensure that this is set to {Enable screenshot}

After making these changes please restart your chrome-Book and test if the issue has been resolved.