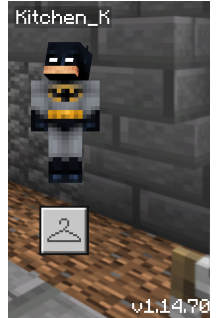# MINECRAFTEDU PROBLEM SOLVING

When working remotely, there can be many problems that arise when running MinecraftEDU, and it can be difficult to troubleshoot. This checklist will help you check multiple issues when playing.

❏ Make sure everyone is on the same version of MinecraftEDU. You will find the version number on the lower right-hand corner of the homescreen.
❏ Are you on the new updated versions of MinecraftEDU 1.14.70?
  ❏ For non-networked computers or chromebooks: **Download Guide**
  ❏ For student Chromebooks: **MinecraftEDU on Chromebooks**
  ❏ For teacher Laptops, you need to download the newest version from the Microsoft Store under the DSBN Apps: **MinecraftEDU on Teacher Laptops**
❏ For Chromebooks
  ❏ Make sure you have the latest version of Chrome: **Updating Google Chrome**

Running MinecraftEDU can drain the processing power and speed of computers. Please remember about our end-users who may not have the newest computers or the fastest internet connections. Here are helpful tips.

❏ **Trying to stream MinecraftEDU through TEAMS or Google Meet will drastically slow down speeds which may not allow students to connect to worlds**
❏ Shut down all other programs, tabs, audio and cameras to try and boost speeds
❏ Restart your home modem, router and computer often (includes students)
❏ If you are able to, hardwire your computer to your router with an ethernet cable
❏ Be aware of other people/devices running at the same time at home
❏ Check to see if other applications are working to make sure they are signed in properly and that it isn't an account issue.

❏ **If continued problems arise trying to host worlds, remember that you and students can save, export and share worlds with each other.**
  How to Save and Share MinecraftEDU worlds

Complete playlist of MinecraftEDU video tutorials about downloading and gameplay:
https://www.dsbn.org/elementaryit4learning/digitaltools/minecraftedu

YouTube playlist:
https://youtube.com/playlist?list=PLmsLuqIyTgyqrBHsRXctK62z_jw4TGfwJ