

LaunchPad and what to do if you see a LaunchPad error

So you successfully log into your device, but then up pops an error message. What does this mean? In a few words, you most likely have encountered a LaunchPad error. LaunchPad is a third party vendor application used by the District to act as an alternative screen or start menu for your computer. It organizes most of the icons which serve as shortcuts to your apps or programs used at school. It also is used as a SSO (single sign on) interface so you don't have to remember a hundred usernames and passwords.

When you click on an icon on LaunchPad, LaunchPad communicates from the District's servers to LaunchPad to the application several times in a matter of milliseconds to authenticate you as an approved user and then to open the program. If any information along the way is compromised or delayed, you will see a LaunchPad error. Common errors are 4xx, such as 401 errors (which means that there is a problem with LaunchPad's servers) and 5xx (which means that the information being passed back and forth is slower than expected and timing out).

Unfortunately there is little to nothing the District nor the school can do to help an outside vendor resolve their technology issues. However, when you encounter such an error, whether a few minutes or all day like yesterday, you are not locked out entirely as you can use direct routes to common applications such as google classroom, zoom, email, focus and many instructional applications. Instead you need to log into these sites directly. Not ALL sites are accessible this way, but the list below captures things you can access directly. Remember, when LaunchPad is working correctly again, you might have to delete your browser history to continue.

If LaunchPad goes down, use this cheat sheet to navigate until it's back up

District Websites

- **Launchpad**
launchpad.leeschools.net
(will not work if Launchpad is down)
- **Focus K-12**
focus.leeschools.net
- **Castle**
castle.leeschools.net
- **Safari Montage**
Safari.leeschools.net
- **Sanibel Website**
Sbl.leeschools.net

Instructional Apps

- **McGraw Hill ConnectED (textbook)**
connected.mcgraw-hill.com/connected
- **Khan Academy**
Khanacademy.org
(to login choose "Continue with Google")
- **Compass**
Compass.leeschools.net
- **USA Test Prep**
usatestprep.com/member-login
(to login choose "Continue with Google")

Google Apps

- **Google Mail (email)**
gmail.com
- **Google Classroom**
classroom.google.com
- **Google Docs**
docs.google.com
- **Google Drive**
drive.google.com
- **Google Forms**
docs.google.com/forms
- **Google Translate**
translate.google.com
- **Google Sheets**
docs.google.com/spreadsheets
- **Google Slides**
docs.google.com/presentation

