My student cannot remember his/her school Google account password (also referred to as the Chromebook password)?

Students should ask their teacher or library media specialist to request a password reset.

Students will need to create a new password. It must have:

-at least 8 characters

-at least one of those characters must be a capital letter

-at least one of the characters must be a number

-at least one of the characters should be a special character, for example: !@#$%^&*()-_=+

    A special character is not required for a Google account, but it is strongly recommended for security. A special character IS required for Skyward passwords.

-click Next (if it asks for an old password, click Forgot old password, then click Proceed Anyway)

-After setting the new password, sign out of the Chromebook (click the clock button in the lower right corner, then click the Sign Out button).

-Then sign back in to "set" the new password you just created.

How do I connect to our home/personal WiFi?

It is very important that students are signed out of the Chromebook before trying to connect to a home/personal WiFi..

-Sign out of the Chromebook by clicking on the clock bubble in the lower right corner

-Click the Sign Out button (DO NOT back sign in)

-Click on the clock bubble in the lower right corner again

-Click on the WiFi symbol

-Your home/personal wifi (Enter your home wifi password, if you have one).

-Let it connect

-THEN sign back into the Chromebook

How does my 6th - 12th grade student reset his Skyward password?

Follow these directions to reset a student Skyward password

The student will have to create a new password with these district requirements:

-at least 8 characters

-at least one of those characters must be a capital letter

-at least one of the characters must be a number

-at least one of the characters must be a special character, any of these, for example: ! @ # $ % ^ & * ( )

How do I reset my password to get parent access to my child's Skyward account?
Follow [these directions to reset a parent Skyward password](#)

The parent will have to create a new password with these district requirements:

at least 8 characters

at least one of those characters must be a capital letter

at least one of the characters must be a number

at least one of the characters must be a special character, any of these, for example: ! @ # $ % ^ & * ( ) -

What do I do if my child's district issued Chromebook is not holding a charge?
-check to make sure the electrical outlet where you are charging is working.
   *does the charging cord have a light, indicating that it is getting power?
   If not, the charging cord may need to be replaced. Instruct your child to take the
   Chromebook to the library media center to submit an order for a replacement
   charging cord
-if the outlet and cord are working, shut down the Chromebook
   *click clock bubble in lower right corner of Chromebook screen
   *click power button
   *let Chromebook shut down completely before closing lid
-charge the Chromebook at a working outlet for at least one hour but no more than three hours
-power up the Chromebook
-disconnect the charging cord from the electrical outlet
-if the Chromebook did not charge and/or only functions when plugged in, follow these instructions:

The student should take the Chromebook to the library media center at his/her school. Library staff will contact the district technology staff to come fix or replace the Chromebook. This will be done as quickly as possible, but it will not be an immediate turn around. The student should borrow a loaner Chromebook from their academic team.

The repaired Chromebook will be returned as soon as possible to the student at school.

How do I connect the Chromebook to our home printer?
It is not possible to connect a personal printer to a school issued Chromebook.

Instead, to print, a student should log into his/her school Google account on any personal device within the home that is connected to that personal printer. A student can then print from his/her school Google account that personal device.

What do I do if the Chromebook keeps trying to connect to other available WiFi?
The below steps will walk you through how to get your Chromebook to ignore other available networks:

-Sign out of the Chromebook
-Click the clock bubble (lower right corner)
-If the Chromebook isn't connected to the wrong wifi, click the words below the wifi signal icon, then click on the wrong wifi
-Allow the Chromebook to connect to the wrong wifi
-Click the clock bubble again
-Click the words below the wifi icon
-Click the gear (settings) icon in the upper right corner of the Network pop up window
-Click Forget to the right of the wifi wifi connection

-Connect the Chromebook to the hotspot

-Sign into the Chromebook

The Chromebook will not connect to the wrong wifi again unless you tell it to connect. If that happens, you will need to follow the steps above to forget the wrong network again.

How do I remove a student as a user from Chromebook?

If a Chromebook is acting strangely, the first thing to be done is to remove the student as a user of that Chromebook. Follow these steps:
-Sign out of Chromebook (click down on the clock in the lower right corner, click Sign Out)
-At the sign on screen, click the down arrow next to the student's name
-Click Remove this user, click Remove this user, a second time to confirm
-Click Shut Down (lower left corner)
-Wait at least 30 seconds and turn the Chromebook back on
-At the sign on screen, make sure the Chromebook is connected to the school's network (or, if away from school, a home Wi-Fi). To do this, click on the clock in the lower right corner, click on the Wi-Fi symbol – the school network or the Wi-Fi name should be listed there - make sure the Chromebook is connected to the correct network or Wi-Fi.
-Sign In to the Chromebook
        -Enter the student's username (example: johnsmith@students.usd305.com)
        -click Next
        -type in the password
        -click Next
(if it asks for an old password, click Forgot old password, then click Proceed Anyway)

This process will remove any cache or cookies that might be "confusing" the Chromebook. It is a good idea to do this procedure once a week or when the Chromebook is acting weird.

Still having trouble? Have your student take the Chromebook to the school library media center, where they will contact a district tech to come to the school to fix the issue.