

What to do if you can't login on the Chromebook?

First step is to update password through identity. Directions went home on colored paper in PE classes during Safe Start week. After password has been reset, student will be able to login to school computer. After the Chromebook User Agreement has been signed, returned to school, and data entered by school personnel, student will have an email address (StudentID#@student.stpsb.org) which is needed to login to google account. A Chromebook/Google Classroom reference packet went home with students with Beginning of the Year paperwork. There are specific directions of how to login to the Chromebook for the first time along with resources to navigate Google Classrooms.

Can't remember password or security questions?

When we return to school, students will update passwords and update security questions through PE classes. With the school closures, if your child will not see his/her PE teacher this week, email gwen.mahorney@stpsb.org or tanya.glass@stpsb.org.

Can't get Chromebook to come on even after it's been charged?

This is an issue the school will have to report. Student should let homeroom teacher (4th hour) know what is happening and report to admin.

When are we required to start logging in and completing work on Chromebook?

Begin using Google Classroom if you are able to login. All students should have updated passwords and Chromebooks by the end of the week (9/18). Troubleshooting issues will continue to take place until all is running smoothly. All students should have access and be able to successfully login to their Google Classrooms beginning the week of 9/21. Communicate with teachers if there are still computer issues so that paper assignments can be given.

How do we document that it's not "excellent/new condition" like the form says that parents need to sign?

No other forms beside the Chromebook User Agreement needs to be signed.