

Technology FAQ's

If you need Technical Support, please use [CVUSD Technical Support Request](#)

Why are devices being issued to students?

The growth of education and technology has brought an increased need for device availability for CVUSD students and their learning. CVUSD has been growing their use of Chromebooks in the classroom in the past years to support digital curriculum and tools for teaching and learning.

Issuing devices to each student allows for maximum flexibility for students to have access to learning. This also ensures that all students have access to a digital device if needed.

Assignments can be completed on any device in the home.

How do I log into Google Classroom?

Teachers will email students their invite code. With the code, students should go to Google Classroom and input the invite code which will add them to the class.

Students can find Google Classroom by clicking on the 9 dots in the upper right hand corner or by <https://classroom.google.com>

Here is a helpful [link](#)

Is there a way for the Chromebook to automatically connect to Wi-Fi?

Yes, please see link:

<https://support.google.com/chromebook/answer/1056578?hl=en>

Student Device Security and Privacy

What are the settings for the CVUSD-issued device?

All of the CVUSD Chromebooks are managed by CVUSD using Google Administrative Tools. We will push updates, software, curriculum, and other settings to support student learning, safety and security.

How do I find and change my student's Google password?

As parents, you have access to your child's account passwords at any time. You can find their password in the Aeries Parent Portal. Your child's password is in the "Supplemental" window. [You can change the password here](#). Please use an 8-character password with capitals, lowercase letters, numbers, and special characters (@#\$%!). For younger children consider a combination of their favorite things: *Animalcoloraddress#, or Petnamesportjerseynumber\$*

Students can also change their own passwords through their Aeries Student Portal. Passwords are always visible to parents through the Aeries Parent Portal.

Do the Chromebooks have content filtering for pornography and other inappropriate Internet material including games?

Yes, the Chromebooks being sent home are being filtered starting August 2020. CVUSD issued Chromebooks are filtered to prioritize school work. This filter will also block most games, social media, and video streaming websites.

CVUSD campuses: Filtered to meet CIPA compliance standards.

Home Use: All CVUSD Chromebooks are also filtered per CIPA compliance standards.

Most video streaming websites such as Netflix, Amazon Prime, etc and game websites will be blocked.

If you find inappropriate content being accessed on a CVUSD device, please contact Greg K, Director of Technology immediately (gko@cv.k12.ca.us).

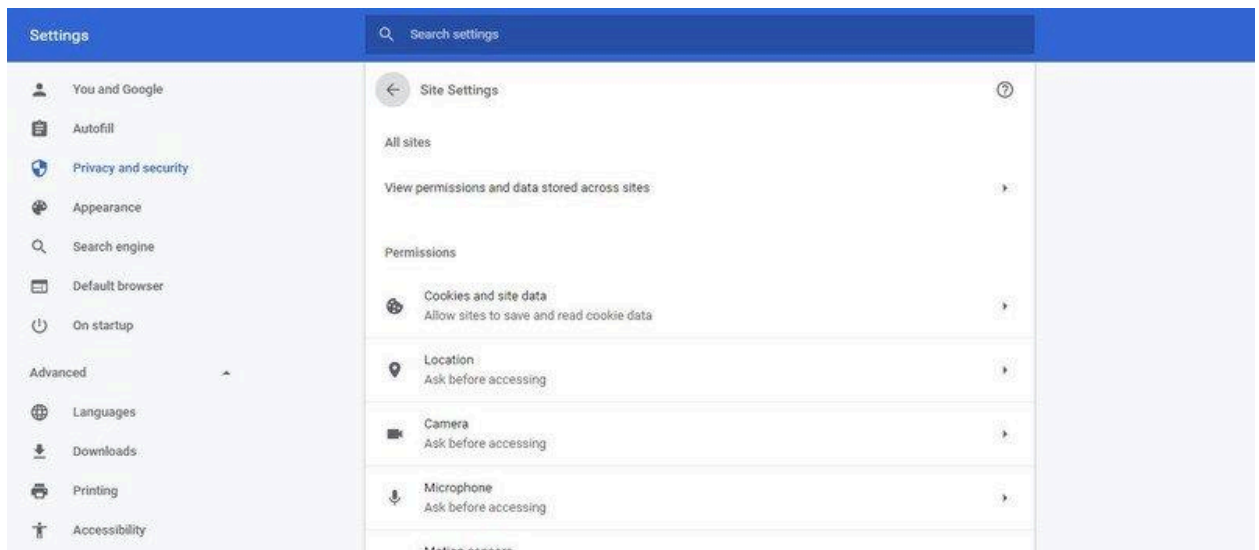
The camera on the Chromebook is not functioning during video calls.

There are two possible solutions.

- 1) **Try a Hard Reset** - this will solve many glitchy hardware and software problems.
 - a) <https://support.google.com/chromebook/answer/3227606?hl=en>
- 2) **Check the settings for the camera**

By default, your Chromebook is set to ask you when a web page wants to use the mic and camera. That's good because the setting is buried in the "advanced" section of the settings page. But you still might want to have a look to see what sites you've allowed or blocked and change things if they need to be changed. The settings are the same no matter which Chromebook you're using.

1. Open your Chromebook **settings** by clicking the gear icon in the system tray.
2. Open the **Privacy and security** section.
3. Click **Site settings** and you'll see a list of individual things that can be changed.
4. Scroll down the list to find **Camera** or **Microphone**. They each have their own settings page, but adjusting things is exactly the same for each.

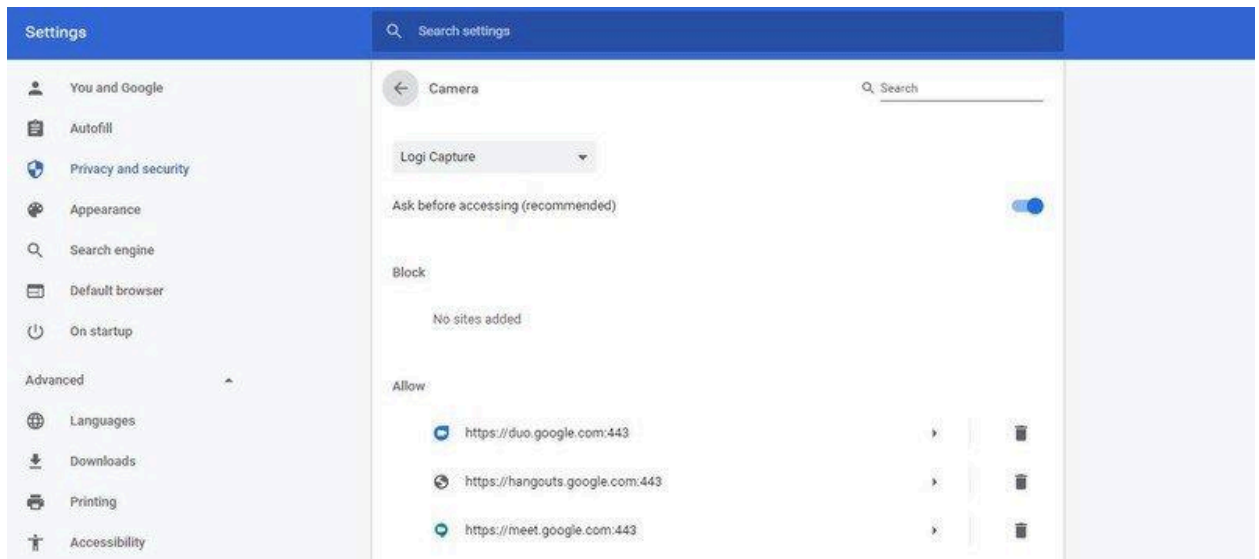


Source: Android Central

5. At the top of the window that opens you can choose which device you're changing settings for. If you have a separate mic or camera plugged into your Chromebook, make sure to adjust the settings for both it and the built-in one.
6. Next, you see a switch that says **Ask before accessing (recommended)**. If this switch is on it will be blue and when a website wants to use your mic or camera it

will prompt you with a dialog popup that asks for permission before going any further. This is probably what you want to happen, so make sure it's switched **on**.

7. Next is the **Block** list and the **Allow** list. These are websites that you have previously blocked or allowed access to your mic and/or camera. You can remove websites from either list by clicking the **X** on their list entry.



Source: Android Central