

Parent and Student FAQ

Question	Answer
How will teachers support students in continued learning and growth throughout the school closure?	RUSD teachers will be using Google Classroom in conjunction with Clever as the main platform for Distance Learning.
What is my child's Google email and password?	Your child's teacher will email/text you. If you have any questions, please communicate with the teacher. You can also ask your school's Instructional Technology Assistant (ITA) for assistance.
iPad: How does my child log into their Google account?	On the iPad, please locate the Clever app. Students can use their Clever badge (from teacher) or Google account email and password to log into the system. Here's a video that shows the process. For students in prek-2nd grade: Please email your child's teacher for a copy of their Clever Badge. You can also reach out to your school's Instructional Technology Assistant for assistance.
iPad: How do my students join a Google Classroom?	Here's a video that shows the process.
iPad: Google Classroom	Here is a video on Google Classroom basics on the iPad. Here is a video that shows how to access an assignment in Google Classroom.
My child is having difficulty logging into Google Classroom?	Please make sure your child is logged into their rialtousd.org account. Anyone outside our domain won't be allowed to join our Google Classrooms. If your child is logged in, have them go to Google Classroom by using the URL classroom.google.com, through Clever, or through the app launcher (). Have them click on the + icon in the top, right-hand corner. They will then use the class code their teacher provided to join the class.
Who do we email if we're having trouble?	Technical support: Please email the IT Helpdesk at

For assistance:

G Suite apps → Paulina Villalobos (pvillalo@rialto.k12.ca.us)

Technical Support → IT Helpdesk (helpdesk@rialto.k12.ca.us)

	helpdesk@rialto.k12.ca.us . For help with the Google apps: Please email Paulina Villalobos at pvillalo@rialto.k12.ca.us .
My student has never used Google Classroom. Are there directions we can follow?	Yes. Here's a link to a Google Classroom document .
How do we connect to our home WiFi?	Here are directions on how to connect to your home WiFi for each device: Chromebook: English/Spanish iPad: English/Spanish Laptop: English/ Spanish
How do my students sign into the online content?	Most of the online content is in Clever and you don't need additional credentials. If there is a website that you are not able to access, please contact your child's teacher.
I don't have Internet/WiFi at home. How do I request a Hotspot to use at home?	Email the helpdesk (helpdesk@rialto.k12.ca.us) to make a request.
I need support with Google Classroom and/or Google Meet. Who do I contact?	You can contact: Paulina Villalobos (pvillalo@rialto.k12.ca.us) for assistance.
My child is having issues signing into their Chromebook from home. What can be the issue?	Please take a look at this document . This document is also available in Spanish .
What is the district's main form of communication to parents and students?	Our official form of communication is through voice call, text, and emails through BlackBoard, Synergy, and Remind. Please contact your child's school site to confirm/update your contact information. <i>Please ensure you are not blocking our messages by checking your blocked calls and messages and your emails spam folder.</i>

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