

FAQ for Families

Q) How do I get access to my student's Canvas account

A) Follow the instructions on this page to get into your [Canvas Observer account](#)

Q) I'm unable to login to the Chromebook I have at home.

A) Have you [connected the Chromebook to a wireless](#) internet connection (WiFi)

Q) How do I print from my Chromebook at home?

A) If you have access to a Chrome Enabled Printer, you can print wirelessly, otherwise you will not be able to print from your Chromebook at home

Q) How do I reset my password from my district provided Chromebook?

A) Use the [Evergreen Update Password](#) tool from the login screen

Q) How do I reset my password from my personal computer?

A) Use the district's [password reset site](#).

Q) How do I access ClassLink or Google Classroom from a personal computer?

A) Make sure you are [signed into the Chrome browser](#), and not just your Google account

Q) Why can't my student start a video call session?

A) Those features of these services have been turned off for students due to security and privacy reasons. This includes Zoom and Google Meet.

Q) What does the key over an icon in ClassLink mean? Is that application locked?

A) The key over an icon in ClassLink means that the application is set up for Single Sign On access. You should automatically be logged in when you click that icon

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Q) The teacher reset my password for me but I still can't log in.

A) Once your password has been reset, you still need to use the [Evergreen Update Password](#) tool from the login screen on your Chromebook or use the [password reset site](#) from any Internet connected device.

Q) The approved YouTube video my teacher assigned to me won't play on my Chromebook

A) Make sure you are signing into the actual YouTube page with your district account information so YouTube can authenticate you.

Q) My Skyward account is not working. Who do I contact?

A) Call the school that your child attends directly for student or parent/guardian accounts.

Q) Where do I return a Chromebook & charger if we are moving out of the district?

A) Return directly to the school your child attends. If that is not possible please bring to:

Evergreen Public Schools District Office

13413 NE LeRoy Haagen Memorial Drive Vancouver, WA 98684

When dropping off please provide the following information (form provided):

- **Name of Student**
- **Name and phone number of parent/guardian**

Q) What if we need to return a Chromebook & charger by mail?

A) You can return at sender's expense to:

Evergreen Public Schools

Information Technology Dept. Attn: Elizabeth Schalk

2205 NE 138th Street Vancouver, WA 98684

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Q) What should I do if my Chromebook gets lost or stolen over the summer?

A) Contact the I.T. Service Desk at: (360) 604-4096 and select option 1.