Student Take Home Instructions for Using Chromebooks

1. Before you leave your school campus, make sure you have logged in to your chromebook.

2. If you do not have internet access at home, check the status of any file you need to access offline. If you do have internet access at home, skip to step 3.
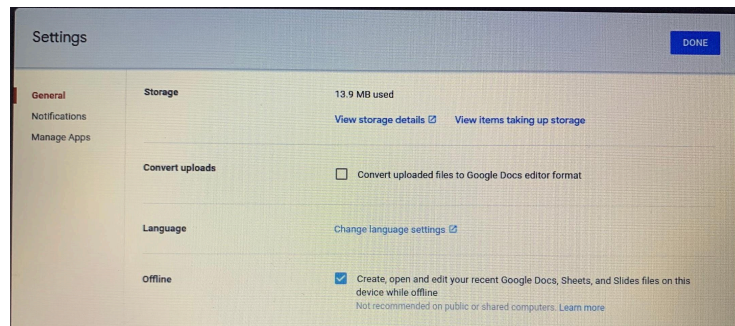   - Open Drive (Click on the O in the bottom left hand corner)
     Up arrow
     Open Google Drive
     Click on the Gear (Settings) > Settings
     Make sure Offline is checked. Click Done.

   - Preview offline files to check status. (*Note: Offline files may take a few minutes to download.*)
     Click on Ready for Offline button (check with circle around it)
     Click the Ready for Offline button to Enable Offline Preview
     Any document that is grayed out will not be available offline.
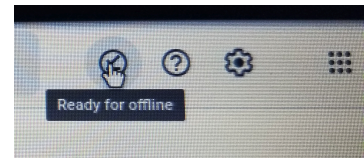

   - To make documents available offline.
     Toggle off Offline Preview by clicking on the Ready for Offline button once more.
     Right click on docs, sheets, or slides you wish to make available offline
     Toggle the Enable Available online switch.
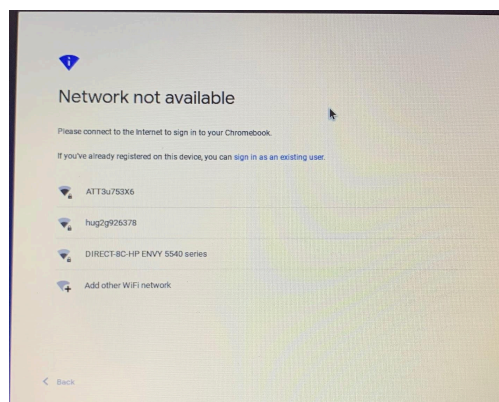   Preview offline files to verify offline availability.

3. Connecting your chromebook at home.
     Turn on your chromebook
     You will be prompted to connect to your home network or public wifi. Click on the appropriate network and enter your wifi password.

If you do not have internet access, click on "sign in as an existing user".

4. Sign in to your chromebook with your HCS username and password (same as email account).
   - Browse the internet (if available)
   - Click on the O in the bottom left hand corner to access your apps

Using Google Classroom at Home:
https://support.google.com/edu/classroom/answer/6072460?co=GENIE.Platform%3DDesktop&hl=en

Tech Support at home:
Tech support will be available for students from 8:00 am -3:30 pm on Monday through Friday. Students may submit help desk requests or start a chat request. Please be prepared to give us as much information as possible to help us troubleshoot remotely.

To access help desk support, go to our website - www.haywood.k12.nc.us
Click on Resources > Faculty > Technology Help Desk
Click on Sign in with Google (left hand side - do not enter email and password)

Submit a request (upper right hand corner) allows you to enter a ticket.
Type of request: usually Report an issue
Subject: Optional
Description: Describe your request in detail. Please give us as much information as possible.
Problem Type: Chromebook
Location: Select your school
Site Specific Location: skip
Computer Name or Device Name: Enter asset number on back of chromebook
Click Submit.

To initiate a chat, click on the blue bubble (bottom right hand corner of the screen).
It will say Chat during office hours and Help after hours.