Arlington Public Schools
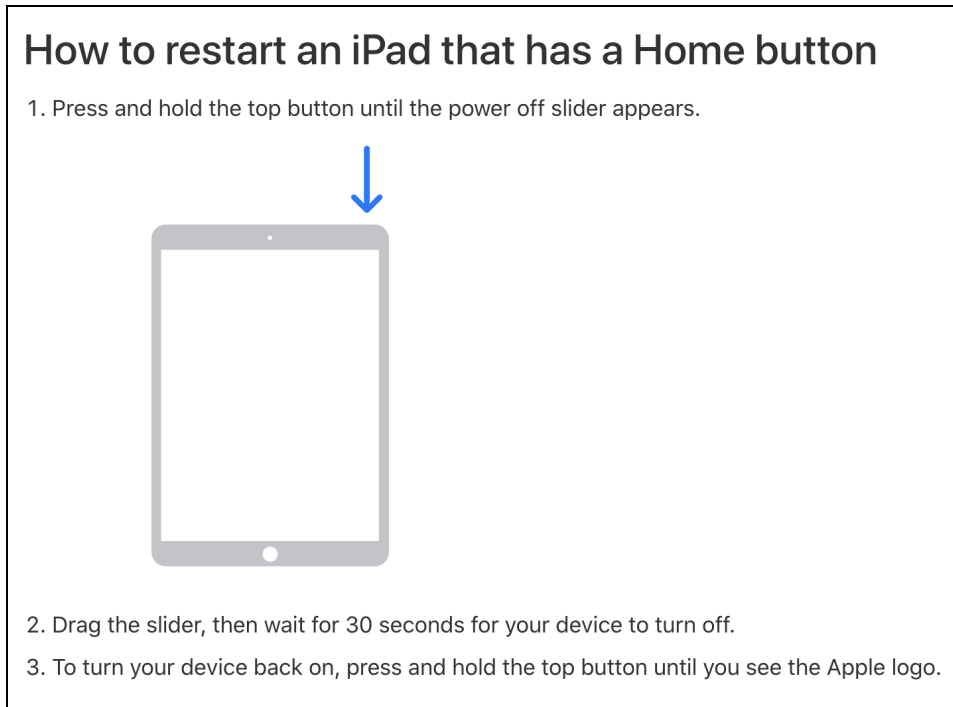# Digital Resources and Remote Learning:
Frequently Asked Questions for Families
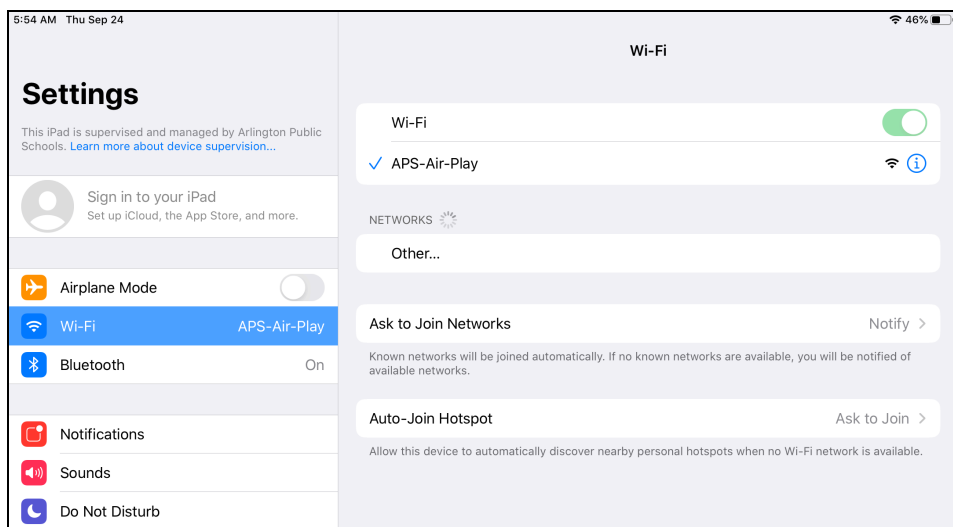
K–2 iPad

If you can't open an application:

1. Restart the iPad

How to restart an iPad that has a Home button

1. Press and hold the top button until the power off slider appears.

2. Drag the slider, then wait for 30 seconds for your device to turn off.

3. To turn your device back on, press and hold the top button until you see the Apple logo.

2. Go to Settings and make sure that the device is connected to the internet

5:54 AM Thu Sep 24   46%

Settings

This iPad is supervised and managed by Arlington Public Schools. Learn more about device supervision...

Sign in to your iPad
Set up iCloud, the App Store, and more.

Airplane Mode

Wi-Fi   APS-Air-Play

Bluetooth   On

Notifications

Sounds

Do Not Disturb

Wi-Fi

Wi-Fi

✓ APS-Air-Play

NETWORKS

Other...

Ask to Join Networks   Notify >

Known networks will be joined automatically. If no known networks are available, you will be notified of available networks.

Auto-Join Hotspot   Ask to Join >

Allow this device to automatically discover nearby personal hotspots when no Wi-Fi network is available.

Zoom

[Zoom resources for families at the Tech Hub web site](#)

Tips for using Zoom:
- Restart the Chromebook before joining a Zoom meeting
- Close any unnecessary tabs
- If possible, limit the number of devices connecting to the internet
- Use the Chromebook as close to the router as possible
- Use computer audio or wired headphones instead of Bluetooth if problems continue
- To rename yourself, click "participants" and put your cursor over your name. Click "more" and "rename."

Digital Learning at the APS Website:
http://www.arlington.k12.ma.us/departments/digitallearning/

Tech Hub website, which has helpful videos for families
https://sites.google.com/arlington.k12.ma.us/techhub/students-families

Table of Contents

       Google Classroom
- Helpful videos

These brief videos are helpful in getting to know how Google Classroom works.

Basic introduction to [Google Classroom for students](#)

Overview of [Google Classroom for parents](#)

● How do I get started with Google Classroom?

If your child has never used their Spyponders account they will need to activate it for the first time by logging in. If you are logging in for the first time, please [review the instructions here](). This account gives your child access to the APS G Suite for Education (Google) environment.

After your child's account is set up, you should attempt logging into your student's [Google Classroom]() using whatever device your family has been using to access APS remote learning enrichment activities.

By April 13, 2020, you should have received information from your child's teacher, including class codes, which will be used to join grade level Google Classrooms for grades K-12.

● How does my child log into Google Classroom?

Students will need their Spyponders username and password to log in. If you are logging in for the first time, please [review the instructions here]().

If you are already logged onto a computer: from any browser, go to [classroom.google.com]().

● How does my child join a Classroom?

Your teacher will send you a code. When you go to Google Classroom click the + icon at the top right of the screen and select Join Class. Then enter the code you were provided.

Zoom Video Conferencing Info

● How does my student join a Zoom meeting?

Your student's teacher or staff person will post a Zoom link through Google Classroom or, potentially via parent/guardian email.

● Should my child sign up for a Zoom account?

No, students do not sign up for Zoom accounts. They will join a Zoom meeting with a link an APS staff person sends or posts in Classroom.

● Is there a video for students to watch to learn how to use Zoom on an iPad?

[Yes, watch this to learn how to use Zoom on an iPad]().

● Why don't some of the controls for Zoom work?

Chromebooks and iPads have a different Zoom setup. Keyboard shortcuts and certain tools from other operating systems do not work.

The keyboard shortcut on a Chromebook to mute or unmute audio is Alt - A. Press the Alt key, add the A key, and release both.

Troubleshooting and General Distance Learning Questions

- [SY 20 21 Spyponders Info Sheet for K-5 Families](#)

- What is my child's Spyponder username?

All students have a username using the format of first initial, last name, year-of-graduation all lowercase @ spyponders.com.

For example, third grader Jane Smith would be jsmith2029@spyponders.com

Grade	K	1	2	3	4	5
Year of Graduation	2033	2032	2031	2030	2029	2028

- Where can I get help logging onto a Spyponders account?

If your child does not remember his or her password, [please request a password reset using this form](#). If your student is unable to log in to the Chromebook for another reason, [please use this form and let us know what is happening](#). Please be as specific as possible.

- I can't get Classroom or Zoom to work properly. What should I do?

If you are having trouble with any remote learning application, try the following steps:
  - Close the tab you are using and try again.
  - Close other tabs to reduce the demand on the device.
  - Log out of other Google accounts on that device and log in to the Spyponder account again.
  - Update your Chrome browser
    - How to update Chrome [on a Chromebook](#)
    - How to update Chrome [on a Mac, PC, Android, or iOS device](#)

If the problem continues, email your child's teacher (K-5) or have your student email their teacher to explain that you were unable to access the materials (6-12).