FAQs about Remote Learning Technology

Please see the list of frequently asked questions below. Click on the links to jump to a specific topic:

[DOE Accounts for Families](#) *(TBD)*

[DOE Accounts for Program Staff](#)
- *I never received my DOE Account credentials. How do I get an account?*
- *I am cleared to work for the DOE, but I don't know my PETS (Personnel Eligibility Tracking System) ID OR my administrator doesn't know my PETS ID?*
- *I'm not sure if I have a DOE account, how can I check?*
- *I have my DOE username, but I forgot my Protraxx password. How do I get my password?*
- *I have a DOE username, but I need to update my information (e-mail, school/program name, first or last name).*
- *How do I get into DOE Zoom and Google Classroom?*
- *I have an account, but I get an error when I try logging in.*

[Remote Learning Supports for Program Staff](#)
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    - *How do I log in to Gmail? (Only available to NYCEECs, FCC, and non-District School employees)*
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c(TBD)

DOE Accounts for Program Staff

NYCEECs

To access DOE-supported tech applications such as Protraxx, Zoom, Google Classroom and more, NYCEEC educators will need a DOE Account (a doeexternal.nyc account). If you work in a NYCEEC and you do not have a doeexternal.nyc account, you can request one by completing the DOE Account Request Form: https://bit.ly/DOEexternalAccountRequest. If you need to reset the password for your existing DOE external account, please use the Password Reset Tool to create a new password.

Charter School

Charter schools all should have @schools.nyc.gov email addresses, and your team should use these addresses to log into access DOE-supported applications. In order to get staff accounts, they must be added to Galaxy. If you need support with this process, please put in a support ticket with the Charter School office: https://charterschools.mojohelpdesk.com. If you still have trouble once you get your team access to their @schools.nyc.gov accounts, please let me know.

How do I get a DOE account?

The DOE account can be used to access DOE Google Classroom, DOE Zoom, Protraxx and more. If you do not have an account, NYCEEC leaders and teachers can request a DOE external account through this survey: https://bit.ly/DOEexternalAccountRequest

Please note:
- To receive a DOE account, staff must be cleared to work for the DOE and be in PETS (Personnel Eligibility Tracking System). You will be asked to provide a PETS ID. The HR/vendor or network contact at your program can provide you this information by exporting a PETS roster. If the information provided in the form does not match the PETS system, we will not be able to create an account for you.
- Account creation can take 5-10 business days.

I am cleared to work for the DOE, but I don't know my PETS (Personnel Eligibility Tracking System) ID and my administrator doesn't know my PETS ID ?

An administrator at my program should have access to PETS (Personnel Eligibility Tracking System) and can access your PETS ID by exporting a staff roster:

Step-by-Step Instructions for Exporting a PETS Roster

      1) Select MANAGE ROSTER / SEARCH ROSTER from the main menu.
      If required, select search criteria to retrieve the necessary subset of vendor employee records.
      2) Click SEARCH.
      3) The vendor employee records will display below.
      4) Scroll to the bottom of the page and click the EXPORT RESULTS button.

5) The Roster Details report appears in a new window.

6) Export the results into an Excel spreadsheet

7) You will see "Pets Id" in Column A of the Excel spreadsheet

If your administrator needs support accessing PETS, they can contact PETS@schools.nyc.gov. When emailing PETS Administrative Support, please include the name of your organization, your name and contact information, the reason for emailing and, when applicable, the full name and last four digits of the Social Security number of the person in question.

I'm not sure if I have a DOE account, how can I check?

Please complete the survey https://bit.ly/DOEexternalAccountRequest and we will reply to let you know if you have a DOE account.

I have my DOE username, but I forgot my password. How do I get my password?

You can reset your password for your DOE external account here and follow the steps below:

1) Enter User ID:

2) Select **Personal Details** from the dropdown and enter:

> Last Name:
> DOB: mm/dd/yyyy
> Personal email:

I have a DOE username, but I need to update my information (e-mail, school/program name).

If you need to update your account information, please **do not** request a new DOE account. Please contact DECE_Techsupport@schools.nyc.gov and we will assist you.

Please note that we cannot update first or last name at this time as this information is tied to security clearance records.

How do I get into DOE Zoom and Google Classroom?
In order to access the applications, the best way is to sign in to the DOE Remote Tech Portal, linked here, http://idpcloud.nycenet.edu, you can also follow step-by-step guides for signing on to Zoom and Google Classroom. <u>Please make sure you are logged out of MySchools or any other DOE website.</u>

To log in, follow the instructions below:
- Go to http://idpcloud.nycenet.edu
- Enter your DOE account, example: "name@doeexternal.nyc". Please note that it must include the @doeexternal.nyc.
- Enter your password.
  - If you don't remember your password, please click on this link to reset it. Select "Personal Details" from the "**Reset Password Using:**" dropdown.

I have an account, but I get an error when I try logging in.

If you are experiencing issues accessing logging in, please try clearing your browser history or try opening the link in a Incognito/InPrivate/Private Window. Please see below for browser-specific instructions on how to do this for each type of internet browser:
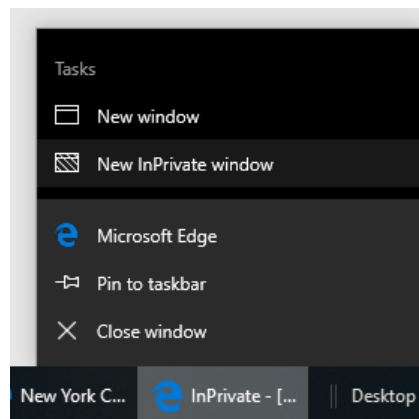
Google Chrome

- Open a new browser window
- On the bottom of your screen (your taskbar), right click the Google Chrome icon
- Click **New incognito window**
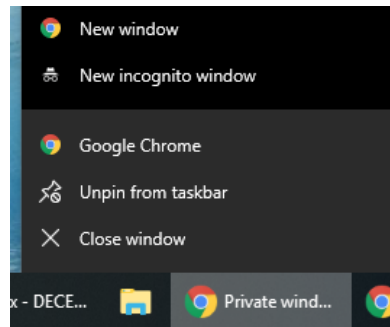

Internet Explorer/Edge

- Open a new browser window
- On the bottom of your screen (your taskbar), right click the Internet Explorer icon
- Click **New InPrivate Browsing/window**

I have an account, but I get an error when I try logging in (Continued).

    <u>Apple Safari</u>

- Open a new browser window
- On the bottom of your screen (your taskbar), right click the Safari icon
- Click **New Private Window**
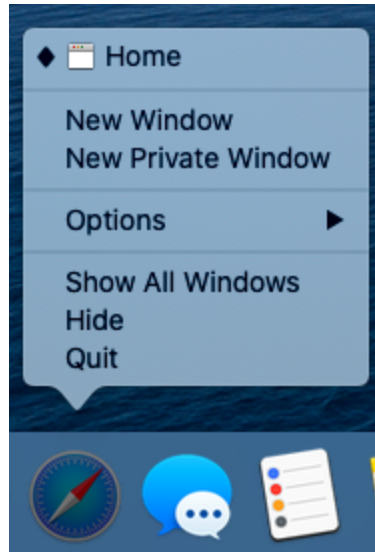
Remote Learning Supports for Program Staff

<u>Remote Learning Curricular Resources</u>

DECE provides monthly blended/remote learning content to support 3-K and pre-K teaching teams via a shared Google Drive. Content will be aligned to our 3-K Explorations and Pre-K Interdisciplinary Units of Study. This content will include resources and ideas for teaching teams to use for synchronous and asynchronous activities.

To access the content, please go to the [Early Childhood Instructional Resources Page on the InfoHub](#)

DOE Applications

<u>Google</u>

How do I use Google Meet?

- [Getting Started in Google Classroom (resources for families and staff)](#)
- [Google Classroom 101 Video](#)
- [Google Meet Training Agenda](#)
- [Google Meet Training Video](#)

How do I mute participants besides the teacher?

- There is no mute all participants besides the teacher feature in Google at this time. For more guidance on how to mute participants individually, https://docs.google.com/document/d/1e_aiFBxsoFBjvNpOdmkmzZbCP6JhdBivDifbo_46aRY/edit

How do I log in to Gmail? (Only available to NYCEECs, FCC, and non-District School employees)

- Visit www.gmail.com
- Enter your DOE username, ex: "name@doeexternal.nyc". Please note that it must include the "@doeexternal.nyc"
  - You will be directed to a DOE page, where you will again enter your DOE account *again*, ex: "name@doeexternal.nyc". Please note that it must include the "@doeexternal.nyc."
- Enter your **DOE External** password
  - If you can't remember the password for your DOE Account, please use the [Password Reset Tool (https://idm.nycenet.edu/externalss/index.html)](https://idm.nycenet.edu/externalss/index.html) to change your password by using the '**Personal Email**' option. You will receive a password reset link in the personal email inbox on record**.** *If you do not see an email from the system, please check your junk/spam folder.*
- Click **Submit**

Zoom

How do I use Zoom?

- [How to log into Zoom (set-by-step resource for families and staff)](#)
  - If you are experiencing issues logging in to with Zoom, please note that you must log in to Zoom using your DOE Account
- Please see the guide for using Zoom:
  - [Zoom for Remote Learning](#)
- Guidance document:
  - [Zoom Getting Started Guide](#)
- Consider attending a live training!
  - [Zoom Live Training](#)

How do I sign on to Zoom from my phone?

- Please follow the instructions on this guide: https://docs.google.com/document/d/1utDwW9g4FvPb9Fs4G8NWdMzSMvLsJVo4-8HY23I9tRg/edit?usp=sharing

Remote Learning Devices Distribution Tool (RLD Report Tool)

How do I know which students at my program are receiving DOE devices?

On Thursday, January 14, all NYCEEC staff who are listed as "Leader or Director" in Protraxx and have a DOE external account (@doeexternal.nyc) will receive access to a DOE resource called the [RLD Report tool](#). If you have access, you should have received an email from DECE_Techsupport@schools.nyc.gov with instructions for logging into the RLD Report tool and guidance on how to use the online tool.

In the Remote Learning Device Report (RLD) where you will be able to:

- View all device requests along with their delivery status

- View student information including Student ID, home address, and housing status

- Request a device or hotspot for a student at your program

- Assign a device to a student

- Recall a device from a student

- Reassign a returned device to another student

- View and download the data into a spreadsheet

If you didn't receive the access notification email on January 14, 2021 or need to designate additional staff at your program to have access to the RLD Report tool and other platforms containing sensitive student and family information, please fill out this survey. Please note that by completing this form you are requesting access or designating access to sensitive student and family information in the RLD Report tool and other DOE platforms with sensitive student and family information.