



HTSD Parent & Family Technology FAQ

NEW(7/19/21) Sign in with Clever Badges:

Effective 7/19/21, students can now sign into their chromebooks using their Clever badges. Please see the [directions here](#).

Is there any training for parents & families in regards to remote learning?

The Instructional Technology Facilitators in HTSD have been creating an array of online resources for staff, students, and the community. You can access these items by following their [Youtube channel](#) or visiting [their website](#).

What if my student does not have access to a device at home?

Please reach out to your school principal to get a district-issued device.

If I want to buy my own device, what device should I purchase for my student?

While there are a number of different devices available to support Remote Learning, we are currently using these model chromebooks with our students:



HP Chromebook x360
Education Edition



Dell 3100 2 in 1
Chromebook



HP Chromebook 14"
G1



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Any chromebooks similar to the ones above will work for most programs the district is utilizing for Remote Learning. Please note if a student is taking certain AP exams they will require a different type of device. For questions about AP exams, please contact your student's school.

Where do I go for Powerschool questions?

For questions about Parent Portal, please visit our [Parent Portal page](#) on the district website or email parentportalhelp@htsdnj.org.

How do I troubleshoot problems with my student's district device?

Please click on [this link](#) from our Technology Department in regards to troubleshooting steps for your district assigned chromebook.

If any other issues arise please contact techsupport@htsdnj.org.

How can I access the internet if I am not already signed up with an internet service provider?

Regarding Internet Access

If your student does not have adequate access to the Internet, please inform your building principal and the district will work to get them assigned a mobile hotspot.

What do I do if the Internet in my home is not working?

If you already have an Internet Service Provider and your internet is slow or not working at home, please try rebooting your router or contacting your Internet Service Provider.



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What are some frequent troubleshooting issues seen with devices at home?

Issues Logging out of Accounts (Multiple Students on One Computer)

1. **Use the chrome browser. Don't have the Google Chrome browser?** [Download it.](#)
2. In the top right corner click the circle icon that looks like a person
3. Click Sign in to Chrome
 Sign in with Student 1 info
 Link Data and allow
4. Go back up click on same top right icon might have a student initial or picture icon
5. Click + Add Person
 Enter name and pick icon
6. Click add
 A new window will open
7. Click on the top right corner icon again
8. Click turn on sync
 Sign in with Student 2 info
 Link Data and allow

Repeat the steps for however many students are on one computer. This will create separate icons on the desktop and allow for separate browsing sessions for each student. This will prevent students from being logged in as one another and getting other password and account info mixed up

Below is a video we created showing how to sign in.

[How to Sign into Chrome](#)

Google Classroom & Other Google App Issues on Smartphones/Tablets

Some teachers and students have been getting errors similar to this when using the Google Classroom App "You do not have access to classroom, please contact your domain administrator"

- If you have a personal (non hamilton.k12.nj.us) Gmail address on your phone the App sees and tries to log into Google Classroom with that account, you need to add you hamilton.k12.nj.us account to your phone or app

ANDROID

1. Open your phone's Settings app.



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2. Tap **Accounts**. If you don't see "Accounts," tap **Users & accounts**.
3. At the bottom, tap **Add account**.

4. Tap the type of account you want to add.
5. **To add your Google Account**, tap **Google**. When you sign in with a Google Account, the email, contacts, calendar events, and other data associated with that account automatically sync with your phone.

iOS (Apple)

1. Go to Settings > **Passwords & Accounts**.
2. Tap **Add Account**, then select your email provider.
3. Enter your email address and password.
4. Tap Next and wait for Mail to verify your **account**.
5. Choose information from your email **account**, like Contacts or Calendars.
6. Tap Save.

Websites not loading

- For a similar in school device experience, reliability, and ease of troubleshooting, please use the Google Chrome Browser on all device

[Download Chrome](#)

[How to Sign into Chrome](#)