

## ***Common Tech Issues and How to Resolve Them***

### **USERNAME & PASSWORD INFORMATION**

**Username (for most students):** firstname.lastname@scss.screven.k12.ga.us  
(example: sally.smith@scss.screven.k12.ga.us)

**Password:** At SCES, the student password is their AR number and the letters sces (example: 12345sces). SCMS and SCHS students have a unique password that the student created. Most students should know their password.

### **CHROMEBOOK ISSUES**

**ISSUE: The Chromebook is asking for the student to enter an old password.**

Click the option that says that you don't know the old password. Then continue on. You can ignore the warning message that may appear.

**ISSUE: I need the Chromebook login information or the Chromebook is damaged or not working as it should.**

[Please click here to complete the tech support form.](#)

**ISSUE: I am entering the student's password, but the Chromebook will not load.**

On the first screen on the Chromebook, click the small arrow by the students name and select to *Remove the User*. Then, add the student back to the device by clicking *Add Person* in the bottom left corner of the screen.

### **OTHER ISSUES**

**ISSUE: Videos or live sessions are buffering, freezing, and not playing correctly.**

Temporarily limit all Wi-Fi use on other devices in the home. Video and music files take a lot of bandwidth.

**ISSUE: I need my Parent Portal login information.**

[Please click here to complete the tech support form.](#)

**ISSUE: My student can login to Clever, but cannot access a particular resource.**

[Please click here to complete the tech support form.](#)

**ISSUE: My student is using our personal device and they don't know where to go to login.**

Go to the [Students page of our district webpage](#) and click the Clever tile. For step by step directions on how to login to Clever, [click here](#).

**ISSUE: My virtual or quarantined student needs a Chromebook to use at home.**

Please contact your child's teacher or [click here to complete the tech support form](#).

**ISSUE: We do not have internet access in our home.**

There are many public Wi-Fi locations across the county. [Click here to see a list](#).

**ISSUE: I have a question specific to Edgenuity.**

Families can reach out to Edgenuity Customer Support at 877.202.0338. Edgenuity also has a [Help Page](#).