

<u>Schoology Help</u>	<u>Tech Support</u>
● Generic Schoology Passwords ○ Username - ID number ○ PW - ecps2015 ● Schoology Password Reset ○ Email kroberts@ecps.us ● Overriding Grades in schoology ○ https://youtu.be/V2Uo4jHea3A ● Zip Files in Schoology ● How to add an assignment? ● Any other issues? ○ Ask students for screenshots of what is popping up? ○ After 3, have students call hotline ■ 252-641-2677 ○ During school hours, email Ritter to schedule time ■ aritter@ecps.us ● Gradebook Percentages ○ Test/Project - 40% ○ Quiz - 30% ○ Classwork - 20% ○ Homework - 10%	● Zscaler Login ● Changing Powerschool Passwords ○ Only teachers of record for the student ● Adding a Tracker in MasteryConnect ● MasteryConnect Student Log-In Issues ○ Email kroberts@ecps.us ● Masteryconnect Staff Log-In Issues ○ Email aritter@ecps.us ● Hotspot Request ○ Add to Need HotSpot list ○ Email Ritter to see if any are available ○ Email counselors to reach out about internet cafe ■ agay@ecps.us (A - Gay) ■ sstanton@ecps.us (G - O) ■ swhitaker@ecps.us (N - Z) ● Hotspot Issues ○ Have students call tech hotline ■ 252-641-2677 ● Device Check Out ○ Email Ritter for availability and schedule times

