

Technology Frequently Asked Questions:

Distance Learning Device:

Q: How can I pick up a Chromebook?

A: There are regular weekly sessions where you can check-out a Chromebook device, exchange a problem one, or ask for technical support. These sessions will be every Wednesday from 10:30am to 12 noon at the High School. Please wear a mask and practice proper social distancing when you arrive. The checkout form for Chromebooks is available on our website in the Tech Resources section of the COVID page if you want to save time by filling that out in advance. [Chromebook check out form.pdf](#)

Q: What do I do if my student can't sign into the Chromebook we just picked up?

A: Chromebooks need the internet to function. Please connect the Chromebook to the Wifi or Hotspot network **before** signing in for the first time.

Q: My Chromebook will not power on, what do I do?

A: Plug the device into a power supply. Make sure the device power light is on when plugged into the charger. Hold the power button down for a few seconds, then release. If the device fails to power on, contact technology support, please email techhelp@ccusd.org.

Q: I've used all of the resources provided but I'm still having issues with my Chromebook?

A: Contact Technology Support, please email techhelp@ccusd.org.

Q: What if the Chromebook gets lost or damaged?

A: Contact Technology Support, please email techhelp@ccusd.org.

Q: Do students get to keep district devices?

No. All devices are on loan to families and are to be returned.

Internet Connectivity (WiFi)

Q: How do I connect my Chromebook to Wifi at home?

A: Power on the Chromebook. At the bottom right of the screen, click on the time clock, then click on the wireless network icon (upside-down cone shaped icon) and select your home wifi from the list. Enter the password if prompted, and then click "Connect". See specifics for the different type of computers you may have here: [Link](#)

Q: I can't connect to the internet, what do I do?

A: Solutions differ depending on the type of network connection:

- For home Wifi connection - Make sure your Wifi is on. Restart the Chromebook. If still unable to connect after restart, contact your Internet Service Provider (ISP). Here are some links to common service providers:
 - [Netgear](#)
 - [ASUS](#)
 - [Linksys](#)
 - [D-Link](#)
 - [TP-Link](#)
 - [Google Nest Wi-Fi](#)
- If you do not have Wifi at home: Various internet service providers offer free or low cost internet connectivity options for households. For more details, please see the following website: <https://www.everyoneon.org/find-offers>.

Login/Access:

Q: How does my student access their account using a home computer?

A: Students can sign into their district Google account thru most any web browser by following these steps:

1. Go to <https://accounts.google.com>
2. Enter **StudentsFirst Name and Last Name@student.ccusd.org** (for example JohnSmith@students.ccusd.org). Click **Next**.
3. On CCUSD login page, enter **StudentID** as the **password**. Click **Sign in**.

Q: What if I don't know/forgot my child's student ID number or password?

A: Contact your child's teacher.

Q: I'm unable to log in with my child's student ID number or password?

A: Contact Technology Support, please email techhelp@ccusd.org.

Q: What should I expect when logging in with a district student login account on a personal device?

A: If using a Chromebook, district settings will apply, including web content filtering, ONLY while logged in with a district provided account. Personal accounts can still log into the Chromebook and will not receive district settings or web content filtering.

Accessing Digital Lessons:

Q: How will students access lessons?

A: Access to lessons varies by grade level:

- Grades TK-2 access lessons in Seesaw ([through Clever single sign in](#)) or teachers homework website
- Grades 2-5 access lessons in Seesaw ([through Clever single sign in](#)) or [Google Classroom](#).
- Grades 6-8 access lessons in [Google Classroom](#) (primarily) and some classes in [Canvas](#) or [UC Scout](#)
- Grades 9-12 access lessons in CCUSD [Canvas](#) (primarily) or [UC Scout](#)

Q: Who do I contact if I have questions about digital lessons?

A: General questions about your school's Digital Learning lessons and assignments should be directed to the teacher and/or school.

1. Check your email for communication from the school or teacher.
2. Check the school's website or the learning management systems (seesaw/google classroom/canvas)
3. Email your child's teacher.

Q. How does Zoom/Google Meet work?

A: Teachers set up a virtual class session. Then she/he emails and/or posts the Meeting link. To join the virtual classroom, students simply click on the Zoom link. For more information on how to join a meeting or using Zoom/Google Meet features please visit the [Families Distance Learning Platform Resource Page](#) under [video conferencing](#).

Using your Chromebook:

Q: Should I be concerned if another student's name appears on the login screen?

A: No. You can delete the profile if you wish by clicking the down arrow, then **Remove** next to the profile name you would like removed.

Q: I can't hear anything on my Chromebook

Please follow steps for **No Sound from Headphones/ Speakers** displayed in the [Simple Chromebook Troubleshooting](#) resource document.

Q: How do I enable Zoom on Chromebook?

A: If prompted to add the Zoom App in Chrome, follow these steps:

1. Click **"Install from Chrome Web Store" button**.
2. On the new tab, click **"Add to Chrome" button**.

3. In Add Zoom pop-up window, click **"Add App" button**.

Q: What do I do if the Chrome browser is slow, will not load pages, and/ or displays "404 Error" on web sites?

A: Please follow steps for **"Device Running Sluggish on Chrome Browser"** displayed on the [Simple Chromebook Troubleshooting](#) resource document.

Q: Why does the Chrome browser / app keep asking for a username and password?

A: This is typically related to an extension conflict specifically on the student account. Removing Chrome Extensions that are not for school use may help. Please follow steps for **"Remove Extension in Chrome Browser"** displayed on the [Simple Chromebook Troubleshooting](#) resource document.

Q: How do I enable the camera on the Chromebook?

[Click here for a quick tutorial.](#) If the camera still does not work, follow steps for **"Enable Camera / Microphone in Chrome"** displayed on the [Simple Chromebook Troubleshooting](#) resource document.

Q: What is the typical battery life of the Chromebook?

A: Chromebooks have a battery life of about 7 hours when fully charged. We recommend charging the Chromebook fully each night. However, we do expect that it will need to be plugged in more often when in use.