

Parent Frequently Asked Questions

Can I adjust the settings on my son/daughter Chromebook to not disconnect to my home Wi-Fi?

No. The device security settings allow for you to add your home Wi-Fi to the district issued device, however it cannot be set to automatically connect. Once the Wi-Fi password is entered once, you would need to simply click the network name to reconnect if the student closes the lid or shuts down the device. These are network security settings that cannot be adjusted for the safety and security of all district student and staff devices, their accounts and our systems.

Bookmarks

If you are logged in with your WTSDNJ.com account you can save bookmarks to be seen on any device. You MUST login with your WTSDNJ Google Account or you will not be able to save bookmarks.

Student Password Issues

Please notify your child's teacher if his or her username or password is not working.

Students username should be firstinitiallastname@wtsdnj.com
(in some cases there will be an added a middle name initial or a number at the end)

Student Device Requests

To request a device for your student, please reach out to your school principal.

Student Apps

Students can only download approved apps on their Chromebooks from the WTSDNJ Apps section of the [Chrome Web Store](#). If students are using a district iPad, they can also only download approved apps from the Self Service portal installed on those iPads.

Parent Portal Issues

Parent portal issues are handled by your child's school.
Please call the school front office for assistance.

Why is my internet not working at home?

It could be due to broken cables, service disruptions, or just about anything else that's not within your control. Please call your service provider to provide assistance.

Zoom vs. Meet

This is up to the teacher's discretion. The district allows what the teacher thinks is best to teach the children.

Website Passwords

Please contact your child's teacher to have them help you with any usernames or passwords for specific sites he or she is using.

Zoom on the Chromebooks

It will help if you download the Zoom extension on your computer

Printing at home from a District Chromebook

Yes you can! We recommend it being on an air printer. If you need something printed please contact your teacher.

Chromebook being slow?

Try shutting down your computer so it can update.