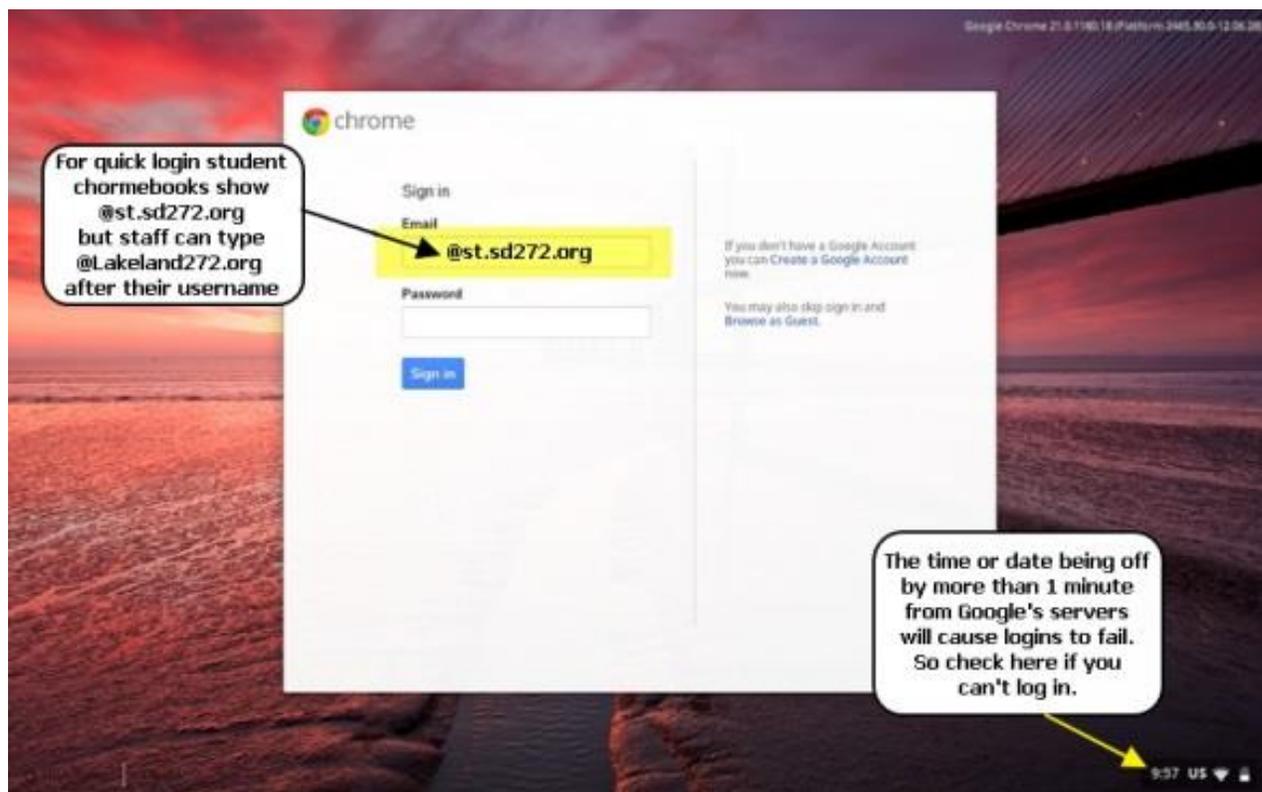


How do I log into a Chromebook or Box?

Below is the general view you will see on a chrome device. The background picture will change from time to time depending on who has been logged in.



On a student chrome device the student's email format is automatically entered so that students can log in faster. They will only need to enter their username and then skip down to enter their password without needing to re-type the "@st.sd272.org" portion.

The format for a student's login name is their full first name, their middle initial, and their full last name. An example of this is **JaneASmith@st.sd272.org**

Staff members who wish to log into a student chrome device will enter their username normally and then continue to type "@lakeland272.org". This will overwrite the student's address already there and log the staff member into their account normally.

The opposite is true for a student who sees "@lakeland272.org" already on their login screen. They would simply finish typing "@st.sd272.org" after their username to log into a chrome device that has not been assigned specifically for student use.

Trouble Shooting login issues

A common cause of a login problems is a forgotten password. We have a great many to keep track of so it is not hard. Students passwords start out as their student IDs however once logged into their Google accounts they are free to change it to a password they prefer. If a staff member or student can not remember their password they can ask their teacher or the office to contact helpdesk@lakeland272.org for them to request the password to be reset.

The next most common cause of login failure when you are sure the correct username and password is being used is if the system time or date of that chrome device is off by more than 1 minute from what Google's servers show is the correct time. You can look at the time in the lower right corner of the screen before logging in and see if it's correct. Base it on your phones reported time and not the classroom clocks if possible since they may be a minure or more off as well. If the time appears correct you can click on it to display the date information as well. If the day or year is not correct this should be adjusted and then you can try logging in again.

The last easy troubleshooting tip is to shut the device down and start it again. This works the same as a reboot on a windows PC. The device will try reconnecting to the network and try connecting to Googles severs where it will download the latest settings before you attempt to login again.

Plase contact Helpdesk@lakeland272.org if these simplier steps to not help you get logged in.