



Educational Technology Support

A Resource for KCPS Students, Parents/Guardians and Teachers

Overview of 2020-2021 Technologies

- Devices, Student Safety, Insurance and Tech Support - youtu.be/VbPP287luqM
- Student Logins and Digital Learning Platforms - youtu.be/_pt8whiPyc0
- Asynchronous and Synchronous Learning and Instructional Apps - youtu.be/GzCOOly_6QI

KCPS Learning

This school year, KCPS has a new Adult Learning Management System (LMS) with many of these trainings loaded for teachers and staff to use. To access these lessons, go to <https://kclearning.kcpublicschools.org> and sign in/sign up with your regular @kcpublicschools.org account.

iPad Basics Videos

- English <https://youtu.be/EDITyjU1P6g>
- Spanish <https://youtu.be/QiaGr8iBkeU>

Chromebook Basics

- English <https://youtu.be/osQm1YJ2Wdk>
- Spanish <https://youtu.be/CKCdPR8CxDw>

Logging into Devices and Apps

How to Login to Your Laptop and Most Applications

- Username = your first name, the first initial of your last name, and the last 4 digits of your student ID number (ex: tysonb1234)
- Password = your birthdate in MMDDYYYY format (ex: 08212020)

Troubleshooting

Cannot Login to Clever

- Students should only use their username and not the full email address. For example, a student named Joe Phillips would login with “jphillips” instead of jphillips@kcpublicschools.org
- Teachers use their full email address to access Clever

Cannot Log in to Seesaw

- Make sure that all users are logging in through Clever to access Seesaw



Cannot Login to Google Classroom

- Ensure the student is using the correct username and password
- Next, the user may need to clear the cache to ensure old data is not interfering
 - How to clear the cache on a Chromebook <https://youtu.be/6w9vYTqO5IA>
 - How to clear the cache on an iPad <https://youtu.be/vkT4TIES3K8>

Chromebook Has “Locked\Missing” Message

- If the Chromebook is powered on at a KCPS location, it will attach to the network and reset.



Lightspeed Relay Classroom (Chromebooks Only)

Lightspeed Systems Classroom is a cloud-based classroom management solution that gives teachers unparalleled visibility into what’s going on with classroom devices. With Classroom, teachers don’t have to worry about being everywhere at once, peering at every student’s screen. Teachers also don’t have to be glued to their own screens, following their students’ page views and trying to figure out who’s off-task.

- What is Classroom by Lightspeed Relay? Demo Video <https://youtu.be/tV-8QuyKDGk>
- How to login <https://youtu.be/Rixwl7J7ZtE>
- Classroom Display Options <https://youtu.be/oW8tFbrDOA8>
- Classroom Student Features <https://youtu.be/0EFSM9sV5VM>
- Student Internet Browsing Options <https://youtu.be/kT-p-lju5wM>
- Expanded Features <https://youtu.be/ZKhe7gNeVSI>

Connection Issues

How to Connect a Wi-Fi Hotspot

- English <https://youtu.be/u7BwFD4yiD8>
- Spanish <https://youtu.be/sFf6MpLj5K8>



Teams Issues

- [How to Join a Teams Meeting](#)
- [Students Cannot Hear Teachers](#)
- [Teachers Cannot Hear Students](#)
- [Cannot See All Students](#) (Large Gallery and Together Mode)



Students can Mute Teacher and Present Their Own Screen

- All new meetings will bring students into Teams as attendees instead of presenters. This will limit what they are able to do.
- To allow students to share their screens, teachers will need to make them presenters by clicking on them and then clicking “Make a Presenter” as shown in this [video](#).



Google Classroom

Students do not see any content in Google Classroom

- Teachers need to invite or provide a class code for students to join the class. [Click here](#) to learn more.

Google Docs

Students Can Open but not Edit Google Classroom/Doc Assignments

- Ensure that when you share your Google Doc, Sheet, Slide, etc., that the students have permission to edit

Phone Forwarding

- Please view this [link](#) to see how to forward your phone



Tyler Issues

Attendance Codes for Teachers to use during Distance Learning

(Each student should have a mark in their attendance every class day [no blanks])

- **1** – The number “1” applies **only to the projected students** in the first class the student is present in. It will adjust the color on the student’s record from the **projected status green**, to the active status white on all roster lists.
- **C** – The letter “C” will correspond to Contact with a Student
- **N** – The letter “N” applies to all those Not in Contact on that day