

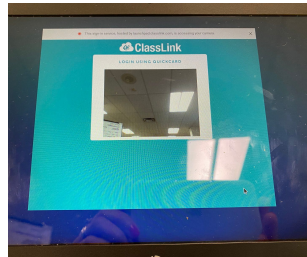


953 High Street, Victor, New York 14564 [www.victorschools.org](http://www.victorschools.org) p 585.924.3252

## Frequently Asked Questions

### 1. How do I sign in to the Chromebook?

- Students can sign into the chromebook by their last name first initial @victorschools.org.
- Their password is located on the tag that is on the chromebook (student ID# plus Vcs)
- If you have a Chromebook that pops open a camera window for sign in with a Classlink badge, click X in the top right corner, click in blue font "sign in with a different account" OR use your badge provided to sign in (this only applies to grades K and 1).



### 2. What do I do if I need help or my Chromebook breaks?

- First step in troubleshooting is to restart your device.
- If the device isn't turning on, make sure it has charged for at least half hour. Check for light next to the charging port, this verifies the charger is working properly.
- If this does not work please email [techhelp@victorschools.org](mailto:techhelp@victorschools.org). Provide as much detail as possible in order for the tech team to assist.

### 3. Do I need to bring chromebook to school?

- Students at the ECS do not need to bring their chromebook to school.
- Students at the Primary School, Intermediate School, Junior High School and High School will have to bring their chromebook to school on the days they are doing in person instruction- unless their teacher tells them they do not need it. We have limited chromebooks available in school.
- The district recommends purchasing a traveling sleeve or case for the chromebook- the HP G8 EE chromebook is 11.6 inches and sleeves can be purchased from any retailer.

### 4. When do I give my Chromebook back?

- The Chromebook is property of the Victor Central School District. The District will be releasing a date and time in which Chromebooks will be collected.