




# West Covina Unified School District

## Technology Tips

WCUSD Parents,

Please see the below resources and strategies for helpful techniques when experiencing technical difficulties. For additional technical support, please contact our support desk at **(626) 939-4600 x4357**

Technology	Common Issues	Tips and Techniques
 <b>Account Access</b>	<ul style="list-style-type: none"><li>➤ Cannot log into Device/Account</li><li>➤ Forgot Student Account/Password</li></ul>	<ul style="list-style-type: none"><li>✓ To access your student device/account and all WCUSD technology resources, please visit our <a href="http://distancelearning.wcusd.org/">distance learning</a> webpage for all login/access instructions at:  <a href="http://distancelearning.wcusd.org/">http://distancelearning.wcusd.org/</a></li></ul>
 <b>District Issued Device</b>	<ul style="list-style-type: none"><li>➤ Device not turning on</li><li>➤ Device <b>camera</b> not functioning</li><li>➤ Device <b>microphone</b> not functioning</li><li>➤ Device running slow</li><li>➤ Device is broken (screen/missing keys)</li></ul>	<ul style="list-style-type: none"><li>✓ For all issues related to your district device, start by turning it off and back on again</li><li>✓ Ensure device is charged and plugged into a power source for optimal functionality</li><li>✓ Limit the amount of tabs and windows open to conserve CPU resources</li><li>✓ Google Chromebook Troubleshooting Tips can be found <a href="#">here</a></li><li>✓ Contact your School Office for a replacement Chromebook</li></ul>
 <b>Internet Connectivity</b>	<ul style="list-style-type: none"><li>➤ Device not connecting to WiFi</li><li>➤ Internet connection is weak/slow</li><li>➤ Connection keeps dropping during Google Meet</li></ul>	<ul style="list-style-type: none"><li>✓ Move closer to your home WiFi router</li><li>✓ Plug directly into your home WiFi router</li><li>✓ Turn off other devices/streaming content in the household</li><li>✓ When sharing your screen, cast 1 tab at a time</li><li>✓ Contact Internet Service Provider to request more bandwidth</li><li>✓ Contact School Site for Hotspot eligibility (Limited Quantities)</li></ul>