

Help Desk Frequently Asked Questions



About the Help Desk Guide

This document will be updated daily to include Frequently Asked Questions and Answers.

Click on the blue links to view the answer to each question or click *View*, *Present* and scroll.

Richmond Public Schools
Student Chromebook Assistance
Website: <https://www.rpstech.org/parents>
[Sign up for our RPS Direct newsletter](#) for
weekly updates from our Superintendent

CHROMEBOOKS	CHROMEBOOKS	GOOGLE	RPS TABLETS	CLEVER
<u>Connecting my Chromebook to the WIFI?</u>	<u>Who do I contact If I need to repair my chromebook?</u>	<u>Can you reset my Google password?</u>	<u>RPS Issued Tablets</u>	<u>How do I access Clever?</u>
<u>How do I log into my Chromebook? Help!</u>	<u>Why is my screen oversized/zoomed in?</u>	<u>Accessing Google Classroom from an RPS issued Chromebook</u>		<u>Logging into a Chromebook with a Clever Badge</u>
<u>Your Chromebook Video Tutorial</u>	<u>How do I complete a hard reset?</u>			

CHROMEBOOKS	CHROMEBOOKS	GOOGLE	PRE-SCHOOL	RPS@HOME Website
<u>I am unable to use my microphone or camera</u>	<u>Are students allowed to put Apps onto the Chromebooks?</u>		<u>What is my username and password for Waterford?</u>	<u>Where do I find the "Learning at Home" section of the RPS website?</u> Just click here.
<u>Are there accessories that can help my student use the Chromebook, such as a mouse, headphones?</u>	<u>Lost or stolen Chromebook Procedure</u>	.		<u>Where can I go for more details about what high school students need to do during the closure?</u> You can access it here



Who do I contact if I have questions relating to hardware issues?

Mobile Help Desk Schedule:

MLK - Mondays from 8:30 - 10:30

Fairfield - Tuesdays from 2:30 - 4:30

Chimborazo - Wednesdays from 8:30 - 10:30

Wythe - Thursdays from 2:30 - 4:30



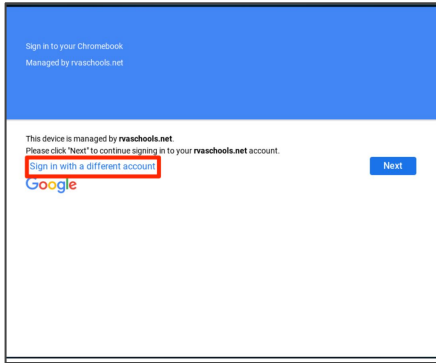
How do I charge my Chromebook?

Please ensure that the charger is connected to the port labeled with the charger icon. If it is connected to the port on the opposite side, the Chromebook will not charge. A picture is shown below.



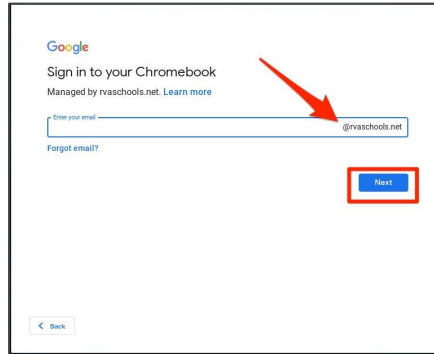
Logging into your Chromebook

Step 1



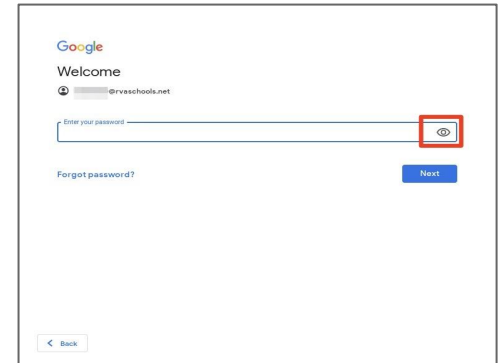
Connect the Chromebook to your home Wifi or hotspot. From the opening screen, click 'Sign in with a different account'

Step 2



You will then be prompted to enter an email. You will enter your student ID number (without the first two zeros), then click 'Next'.

Step 3



Then you will be prompted to enter your **password**.

Chromebook Login Guide

Username	Student ID #: 001234567 → 1234567@rvaschools.net							@rvaschools.net
Default Password <i>use this example and blank grid below to determine your password</i>	First initial lowercase “Will - w”		Last Initial uppercase “Smith- S”		Birth Month 04		Birth Day 05	Birth Year 2019

The default password will consist of the first initial of the student's first name in lower case + first initial of last name in upper case + date of birth with leading zeros. (Example: **Will Smith** - with birthday **April 5, 2019** password would be **wS04052019**)

In the case of a student with a hyphenated or multiple last names, the first last name will be used to generate the last name initial. For example, if the student's last name is **Jane Brown-Smith** and was born on **April 5, 2010**, their default password would be **jB04052010**.

Logging into a Chromebook with a Badge

Step 1

Sign in to your Chromebook

Managed by rvaschools.net

This device is managed by **rvaschools.net**.
Please click "Next" to continue signing in to your
rvaschools.net account.

[Sign in with a different account](#)



Next

Connect your Chromebook to
your home Wi-Fi or hotspot.

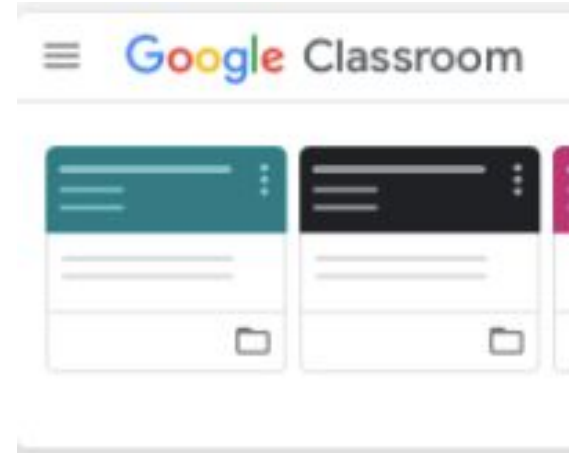
From the opening screen click,
'Next'

Step 2



Hold your badge up to the
camera.

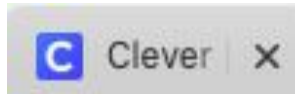
Step 3



Now you have instant access to
the Clever Portal and Google
Classroom.

Logging into Waterford Early Learning App

Click the tab labeled [Clever](#).

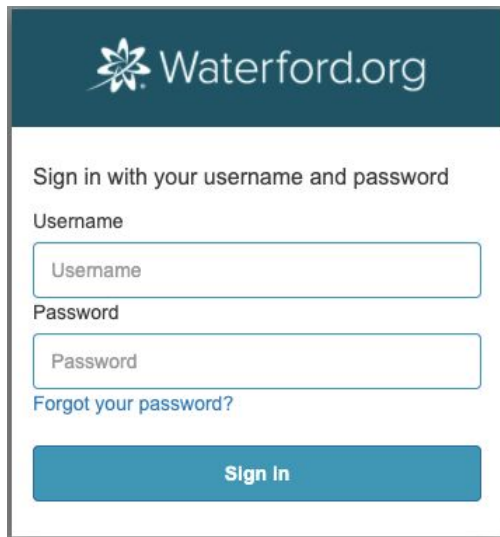


The tab should open automatically. If the tab is somehow closed, you can access Clever by going to clever.com/in/richmond.

Scroll down and click the app labeled Waterford.



Waterford ?



Waterford.org

Sign in with your username and password

Username

Password

[Forgot your password?](#)

Sign In

Username: `rps.firstname.lastname`
Example: `rps.jane.smith`

Password: student's date of birth
mmddyyyy

Example: April 12, 2015 would be entered `04122015`

RPS @ Home Learning Resources

Go to rpstech.org/parents

Click the icon labeled Pre-Kindergarten and Elementary School



Select Pre-Kindergarten from the list. Then go to today's date for a daily resource.

Pre-Kindergarten
Week 8
May 25-29, 2020



Accessing Google Classroom from an RPS issued Chromebook

[Video tutorial](#) and [directions](#) for students logging into Google Classroom and Google Meet

RPS issued Tablets

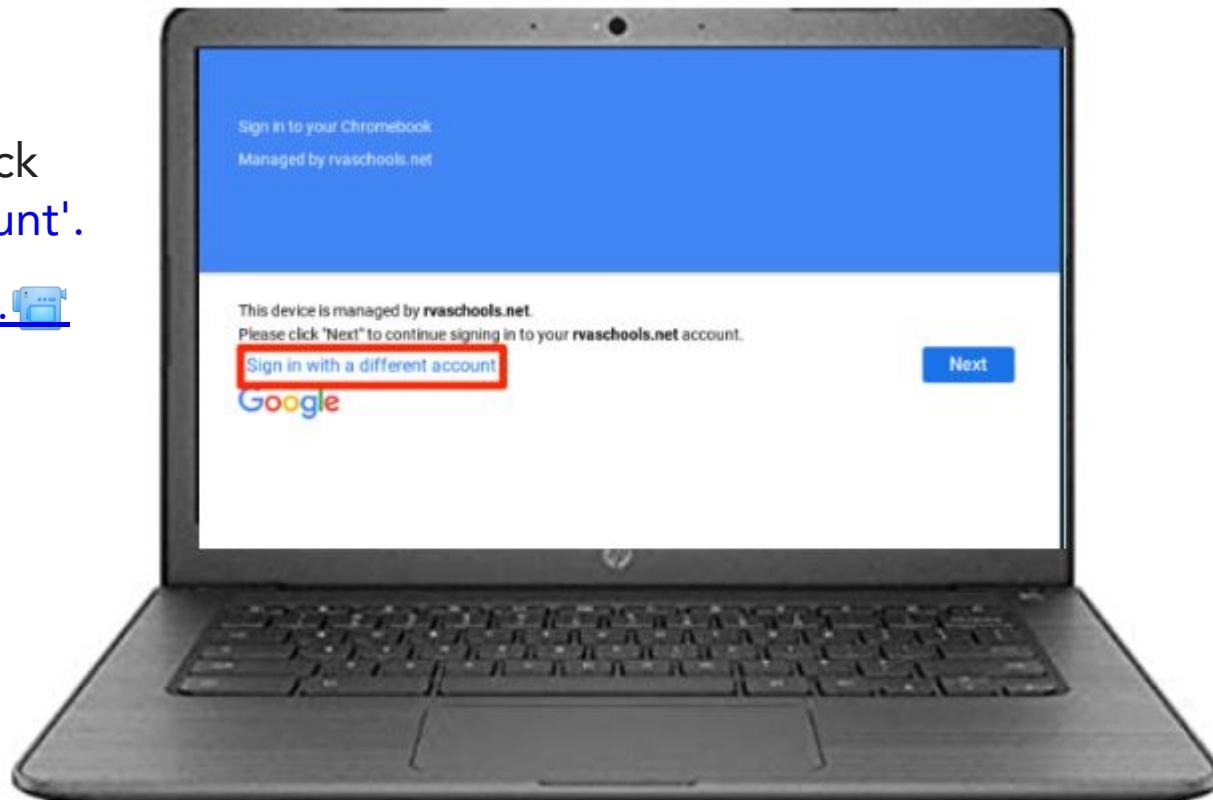
Setting up, Accessing Google Classroom and Google Meet

[Directions for Setting up your RPS issued Tablet](#)

[Directions for accessing Google Classroom and Google Meet on your RPS Issued Tablet](#)

From the opening screen, click
'Sign in with a different account'.

[Click here for a video tutorial.](#) 



How do I connect my device to the hotspots?

Verizon (Kajeet SmartSpot)

[Verizon Hotspot Guide \(English\)](#)

[Verizon Hotspot Guide \(Spanish\)](#)

 [Video Tutorial Link](#)

 [Video\(Spanish\) Tutorial Link](#)



Sprint (LG Tribute Royal) Sprint (Coolpad Surf)

[Sprint Hotspot Guide \(English\)](#)

Android

[Sprint Hotspot Guide \(Spanish\)](#)

Android

 [Video](#) Tutorial Link



[Sprint Coolpad Surf Hotspot Guide \(English\)](#)

[Sprint Coolpad Surf Hotspot Guide \(Spanish\)](#)

 [Video](#) Tutorial Link



T-Mobile (Coolpad Surf)

[T-Mobile Hotspot Guide \(English\)](#)

[T-Mobile Hotspot Guide \(Spanish\)](#)



Xfinity Wifi is stronger than RPS issued Sprint hotspot (LG Tribute Royal)

Sprint

Try exiting out any pop ups for Xfinity. Ensure the hotspot is on by going to the Settings menu, clicking Tethering, then Wi-Fi hotspot. The switch should be blue.

Also, try clicking on the Wi-Fi hotspot menu to ensure the Timeout is set to 'Never times out'.

Education Customer Care Team is available for your end users (students/parents, etc.) by phone at 844-361-1310 so please share this number with them if they need to reach out with any questions or concerns related to the hotspots/TMO equipment.

How do I restore the factory APN setting on a hotspot?

T-Mobile

The Alcatel Linkzone factory reset is really simple, turn the device on and then hold the power and WPS button for 14 seconds. This resets everything and allows for normal use of the fast.t-mobile APN,

Education Customer Care Team is available for your end users (students/parents, etc.) by phone at 844-361-1310 so please share this number with them if they need to reach out with any questions or concerns related to the hotspots/TMO equipment.

How do I Log in to Clever?

Click '[Log in with Google](#)' and enter your Google username and password.

Username

(StudentID)@rvaschools.net (without the first 2 zeros)

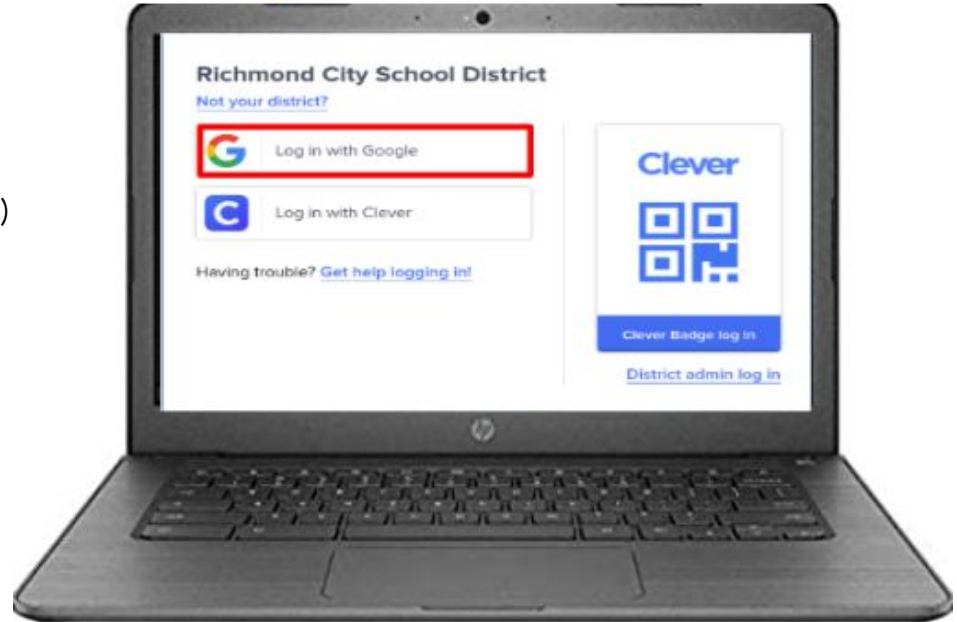
Ex: 1234567@rvaschools.net

Password:

1st Initial (lowercase)+2nd initial

(UPPERCASE)+Birthdate(with leading zeros & no slashes)

(Example: Will Smith - with birthday April 5, 2019 password would be wS04052019)



 [Click here](#) to view the video for help logging in to Clever and [click here](#) for a Clever help guide.



Are students allowed to put apps onto the Chromebooks?

No. The District reserves the right to block application downloads. The District has provided applications that are needed. The Chromebooks are instructional devices and as such students will not be allowed to add games to the devices.

Are there accessories that can help my student use the chromebook? For example, using a wireless mouse.

Chromebooks are equipped with USB ports, so any USB compatible mouse can be used with a Chromebook (wireless or wired), however, Richmond Public School District does not provide a mouse for use with the Chromebook.

Will RPS Filter be active outside of school?

Chromebooks will have the same Internet filters when used outside of school that protect the students from harmful and inappropriate content during the school day. We ask for your partnership to help students safely navigate technology resources.

Where do I find the “Learning at Home” section on the RPS website?

Please [click here](#).

Where can I go for more details about what high school students need to do during the closure?

You can access it [here](#).

How do I complete a hard reset? (My keys stopped working or my Wi-Fi is blocked.)

To do a hard restart on Chromebook, first power off the Chromebook. Then press the arrow-in-a-circle key (refresh key) and keep this pressed while you power "on" the Chromebook. When you see the regular white screen come on, let go of the refresh key and have login as usual. This should reset the keyboard. See picture below:



¿Cómo hacer un restablecimiento completo?

Para hacer un reinicio completo en Chromebook, primero apague el Chromebook. Luego, presione la tecla de la flecha en forma círculo (tecla de actualizar) y manténgala presionada mientras enciende el Chromebook. Cuando vea que se enciende la pantalla blanca normal, suelte la tecla de actualización e inicie sesión como de costumbre. Esto debería restablecer el teclado. Ver imagen a continuación:

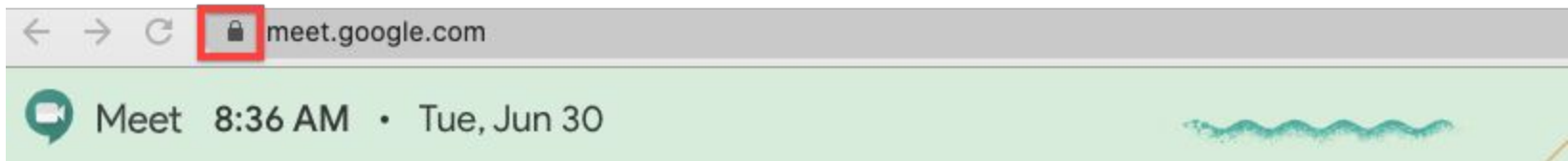


Why is my screen oversized/zoomed in?

If you are still experiencing the zoom issues on the Chromebook, can you try the following steps?

1. Click on the time (in the bottom right hand corner of the screen).
2. Click on Accessibility.
3. You might see the option Fullscreen magnifier is enabled (green switch is on). If this is the case, turn it off. This should return your screen to normal.

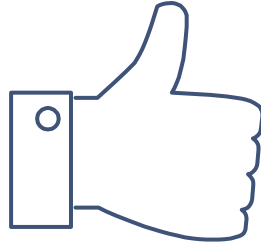
Unable to use microphone or camera



From the search bar, click the lock icon. Then make sure the Camera and Microphone options say Allow. You may need to exit and re-enter the program to see your changes take effect.

Lost or Stolen Chromebook Procedure

1. Student/Parent reports incident to school staff.
2. RPS staff provides student/parent with a link to the Lost or Stolen Chromebook Form.
3. As the form is completed, principals will receive an email notification that a submission was made.
4. Building administration will notify the student/parent when a replacement will be provided.



THANKS!

Any questions?
You can find me at
<https://www.rpstech.org/parents>