

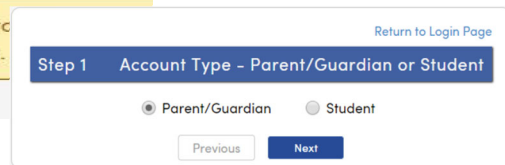
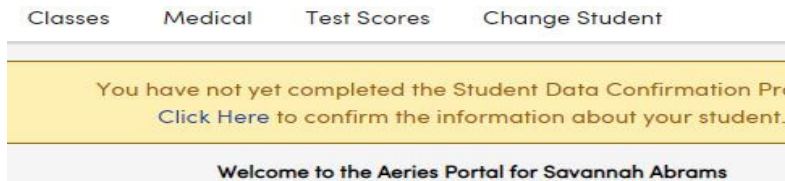
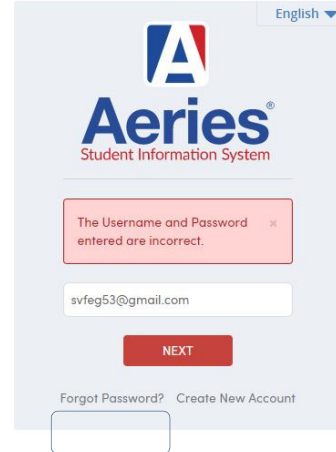
# STUDENT AND PARENT TECHNOLOGY SUPPORT FAQ: HAVING TROUBLE? HERE ARE SOME TIPS THAT MAY HELP.

## Home Link Parent Portal & Data confirmation

**Forgot the password?** - Click the "Forgot Password?" button. HomeLink will ask you to enter the email address that you use for the HomeLink account. HomeLink will send you an email with a link to reset your password. Usually, within seconds but during high volume times (August), can take up to 45 minutes to receive the email. (Please don't click Forgot Password multiple times, your password will reset every time you click it.)

**Don't see the yellow Data Confirmation banner?** - If your students' school is participating in Data Confirmation (they will have notified you), you should see a yellow banner telling you to begin the Data Confirmation process by clicking on the "click here" button.

Mt Diablo Unified School District

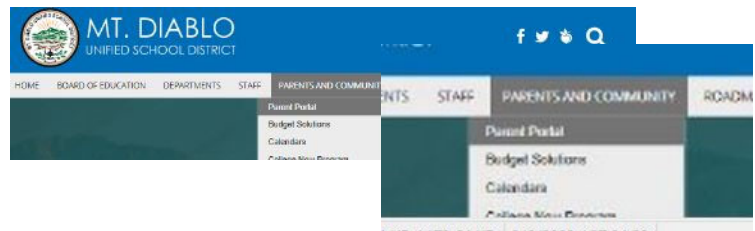


If you do not see it, it may be because you are logged into a HomeLink **Student** Portal account, not a Parent Portal. Or, another family member has already completed the process.

**Thought you already opened a HomeLink Parent Portal account when you enrolled your student, but it doesn't work?** - Aeries Online Enrollment account (AIR) is different than Aeries HomeLink Parent Portal accounts. You open a HomeLink account **after** your student is enrolled at a MDUSD school.



Versus

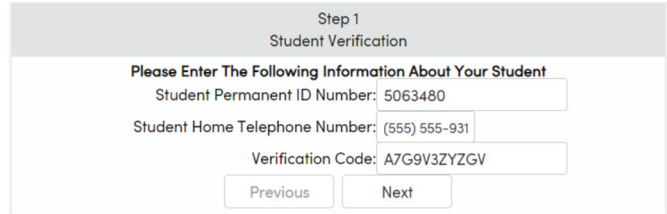


**Need Verification code to link your student's Aeries record to your new HomeLink Parent Portal account?** - Your student's school site can give you a HomeLink letter that provides your student's ID number and verification code.

**You have the HomeLink verification code, but HomeLink still won't connect to your student's record?** - Make sure the telephone number you are entering is the primary contact phone number listed on your student's record. Every family has several phone numbers, you may not be using the correct one. (Don't worry if it is an old telephone number, you can update it after you have connected to your student's record.)

**Want to add another student to your HomeLink account?** - You can add all of your students' records to your Parent Portal account. You will need the verification code, or HomeLink letter (that lists your student's id number and verification code). Every student has a different verification code.

Students can open a HomeLink Student Portal account, using the same process as a parent account, just change the account type to student when opening. They will use the same verification code to link their new Student Portal account to their Aeries record.



The screenshot shows a web form titled "Step 1 Student Verification". Below the title, it says "Please Enter The Following Information About Your Student". There are three input fields: "Student Permanent ID Number" with the value "5063480", "Student Home Telephone Number" with the value "(555) 555-931", and "Verification Code" with the value "A7G9V3ZYZGV". At the bottom of the form are two buttons: "Previous" and "Next".

### **User names & Password FAQ**

User name: Student user names are formatted as: graduation year (2 numbers), first 2 letters of their first name and then the first 3 letters from the last name, with a 01, 02, @mdusd.net.

- Example: Thomas Tester a high school senior name would be: [21thtes01@mdusd.net](mailto:21thtes01@mdusd.net)
- Home Link shows the Students Email address, which is their user name.

Student Passwords: You can contact your school site to get them reset.

### **Chromebook log in**

Use your student email address to log on to your chrome book. Your email password is the password to connect your Chromebook.

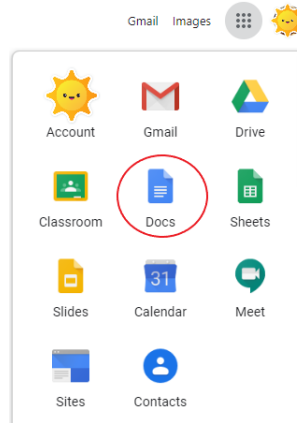
If multiple people are going to use the same Chromebook. Always log off before the next person logs on.

## Gmail

Gmail is accessed from Google.com, click on Gmail or go to mail.google.com.

## Google Docs

The Google applications (Docs, Sheets, ect) can be accessed from your Gmail tab, by clicking on the 9 dots in the right hand upper corner.



## Clever

You can access clever by going to the MDUSD.org website.

- Click on Staff, then staff portal
- Scroll down to **Clever Single Sign On**
- Students on a Chromebook should be automatically loaded into Clever. Other students can simply enter their user name and password here.

Students will then find themselves in their Clever Dashboard.

## Wi-Fi

In the lower right hand corner is the Wi-Fi connection Icon. Click on it to choose your home connection.



If the signal strength is low.

- Move closer to the Wireless Router.
- Move away from AC, Dishwashers, washers and dryers, any large electric appliances.

Several campuses have set up Wi-Fi access in their parking lots. Please contact your campus for a list of these sites.

**FOR ASSISTANCE NOT COVERED IN THIS FLYER, PLEASE CONTACT YOUR SCHOOL SITE OFFICE.**