

VLAC Chromebook Setup



The Oakland Schools Service Desk would like to welcome you and your family. We are excited to share with you this new opportunity to further your child's educational experience. To get started, please follow the instructions below.

1. Plug in the power cord, turn on the chromebook.
2. Connect the chromebook to your home network.
3. Log into the chromebook with the provided VLAC Google email and password.

Returning Equipment

Per your contract, you agree to return all technology equipment to VLAC when your student is no longer enrolled in the program, or at any time if requested or required by VLAC staff or Oakland Schools. If the technology equipment is not returned, is returned damaged or altered, or is lost, stolen or misplaced, you will be charged the technology equipment replacement costs as set forth in your agreement.

User Name

Password

Contact Us

If you need assistance with the technology provided, please call the Oakland Schools Service Desk at 248.209.2060.



OaklandSchools

2111 PONTIAC LAKE RD. WATERFORD, MI 48328 | OAKLAND.K12.MI.US | 248.209.2000

Support Chain - Who to Contact

Please use this as a guide for who to contact for support!

Mentor Teacher

Always the best place to start

Questions about lessons, assignments, grades, tests, EDP's, i-Ready, Google Classroom, weekly interactions, state testing, etc.

VLAC Office

248.209.2071

info@vlac.org

Change Address or email

Program information or
event information

Enrollment information

Oakland Schools Service Desk

Submit a ticket or live chat at
servicedesk.oakland.k12.mi.us

248.209.2060

Hardware issues and tech support

Printer issues

Log on to Chromebook or Google ID
(Chromebook) username or password

Imagine: for grades 6 - 12

solutions@imaginelearning.com

877.725.4257

Course Resources not working

Technical support

Lincoln: for grades K - 12

866.990.6637

help.lincolnlarningsolutions.org/knowledge

Course resources not working

Technical support

VLAC Counselor

Counseling
Academic planning and course
selection for grades 6-12
Xello/EDP support

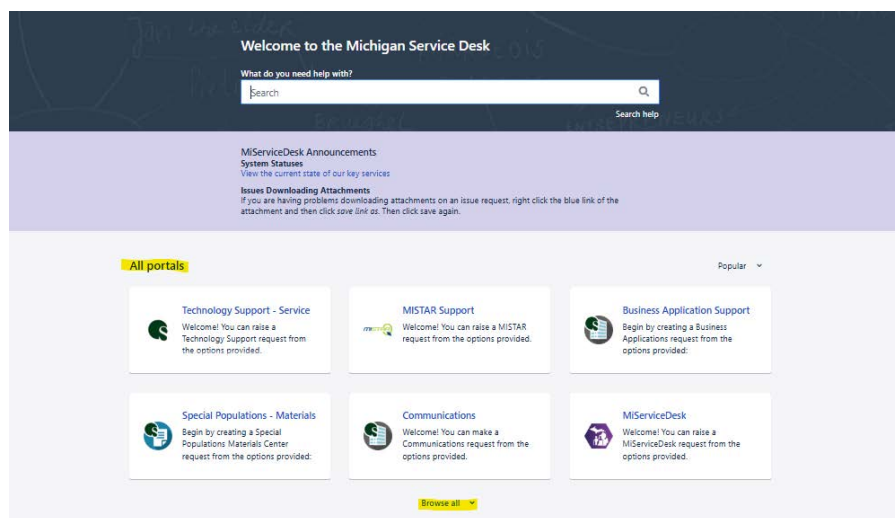
College/career readiness
resources/support
Coordination with home
school counselor

Oakland Schools Academic Program (OSAP) Technology Support

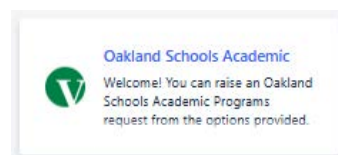
For Technology Assistance, please call the Oakland Schools Service Desk at 248.209.2060 or go to <https://servicedesk.oakland.k12.mi.us/servicedesk/customer/portals> (osisd.us/service-desk)

Or Visit <https://www.virtuallearningacademyconsortium.org/about-vlac/contact-us> (osisd.us/vlac-contact) and select Technology Service Desk

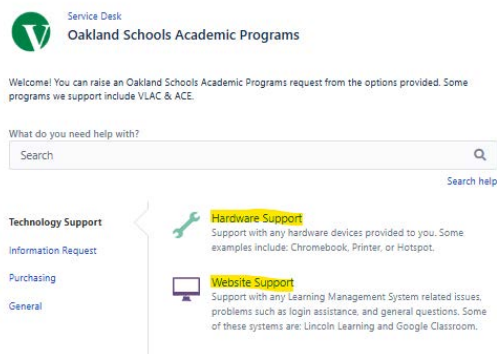
You will see “All portals” scroll down, and you will see “Browse all”



After selecting “Browse all,” locate “Oakland Schools Academic”



Select what type of support you need:



****Note: “Hardware Support” consists of a broken screen, broken keyboard, no sound, etc.**

“Website Support” consists of, Mistar, Clever, Google application issues etc.**

Then please complete the technology assistance Request Form. After you have completed this step, you will receive updates to the email address you provided.