Check your Chromebook when you get home

You must check your Chromebook for damage when you get home. If you find any damage, please bring your Chromebook to the library the first week of school and you will be issued a replacement.

When you get home:

1. Charge your computer up.
2. Check for damage.
3. Test your computer out.

Things to look for:

- Cracks to the shell, bezel, or palm-rest. Look at the corners because most cracks occur there.
- Broken hinges
- Cracked screens or blacked out pixels when turned on.
- Missing/loose parts: keys, keyboard frame
- Check all the ports to make sure they work: USB, power, headphone
- Did you receive your charger?

If you are unsure about something, please come to the library the first week of school and ask Mrs. English to look at your computer. We want you to have a positive experience and a good working device.

Technology Start-up

Hello! Please read through the following information to help you get off to a great start this year!

Password Reset (It's good practice to reset your password every year.)

- The first password you were given as a student, was a **temporary** password. You must create a new password consisting of:
  - 8-12characters
  - Capital letter, Number, and Symbol
  - You cannot use your name
- Your password for logging on to the computer doesn't expire. However, this password may expire for certain apps, and you need to reset it.
  - You must be connected to a district server.
  - From a **desktop**, you can enter "ctl" + "alt" + "delete" to get to the password reset option
  - On your **Chromebook**, you will receive a notification if your password needs to be reset. If you miss the notification and/or dismiss it, to reset your password, you may need to **ask a staff member** to reset your password and give you a temporary password.
- If you forgot your password or cannot reset it yourself, any staff member can reset your password for you.
- The default password is a capital A, followed by a . followed by your student number without the 0
  - A.######

Charging

- Please charge your computer every night.
- Bring your charger with you every day. The library does not have extra chargers to loan out.
- When you plug your charger in, check to make sure that your computer is charging.
- Check to make sure that the detachable cord is plugged all the way into your charger.

Restarting Your Computer

- Holding the power button down is NOT the proper way to restart your computer.
- Click on the clock in the lower-left corner of your screen
- Click on the power symbol
- Select Restart

Keyboard issue

- Sometimes the keyboard will reset and won't type the correct keys.
- On the top row, click the right arrow + the reset symbol + the power key

Installing the Library Printer

- You can only print from school devices.
- Directions for printing from a desktop are in the library.
- To print from a Chromebook:
- Click on “File” then “Print”
- From the printer dropdown menu, choose GPH-LIB-5004i
- You will get a prompt the first time to login to the printer called “Mobility Print”
- Do not enter your login information, simply click the “Sign in with Google” button.
- If you cannot print you may not be on the SSD-wifi or your password has expired.

Trouble-Shooting Tips

- Try restarting your computer
- Check for updates
- Make sure that you are connected to the correct wifi. School computers should be connected to “SSD-wifi”
- Your computer has enough charge before operating. Chromebooks do not work well when they have less than 15% battery.
- If you’ve tried all of these **and** asked a teacher for help, bring your computer and charger with you to the library for additional help.

New Students

- Your school email/username is typically firstname.lastname@studentssd.org. Some students may have a slightly altered email depending on hyphenated last names, length of name, or sharing a name with another student. You can contact the counseling office, registrar, or school librarian to find out your email/username.
- Your computer login password is temporary. You should reset it as soon as possible. You must be connected to **district wifi t**o do this. The password is A. followed by your student number beginning with the 9. (See the first section on this document for more information)
- All apps (Office 365, Canvas, Destiny, etc.) are located in the HelloID app on your desktop. Your computer login is your login for all apps except Skyward.
- To obtain your Skyward/Qmlative username and set your Skyward/Qmlative password, you can do this from the Skyward login page. You will need your school email and access to your school email to do this.
- Remember to bring your computer and charger every day.