




# Chromebook Troubleshooting

## Connecting your Chromebook to WiFi:

1. Click on the WiFi icon on the bottom right of the screen. 
  - a. If you don't see the icon, you may need to sign out of the person who was last using the computer by clicking the dropdown next to their name and clicking "sign out"
2. Click on "not connected" to search for available networks
3. Click on your network from the list
4. Enter your password associated with your personal WiFi network
5. You now should be connected!

## Signing in to the Chromebook:

1. Click "add a person" on the bottom left of the screen
2. The "email" to be entered is your child's student ID
  - a. This number begins with 45
3. Click next
4. The password to be entered on the next screen is your child's birthdate with the two digit month, two digit day, and four digit year. Example: 01052007 (January 5, 2007)



By this point in the year, all children should know their login information, as it is used daily. If they have forgotten their 45 number, you can obtain it from your child's FOCUS account.

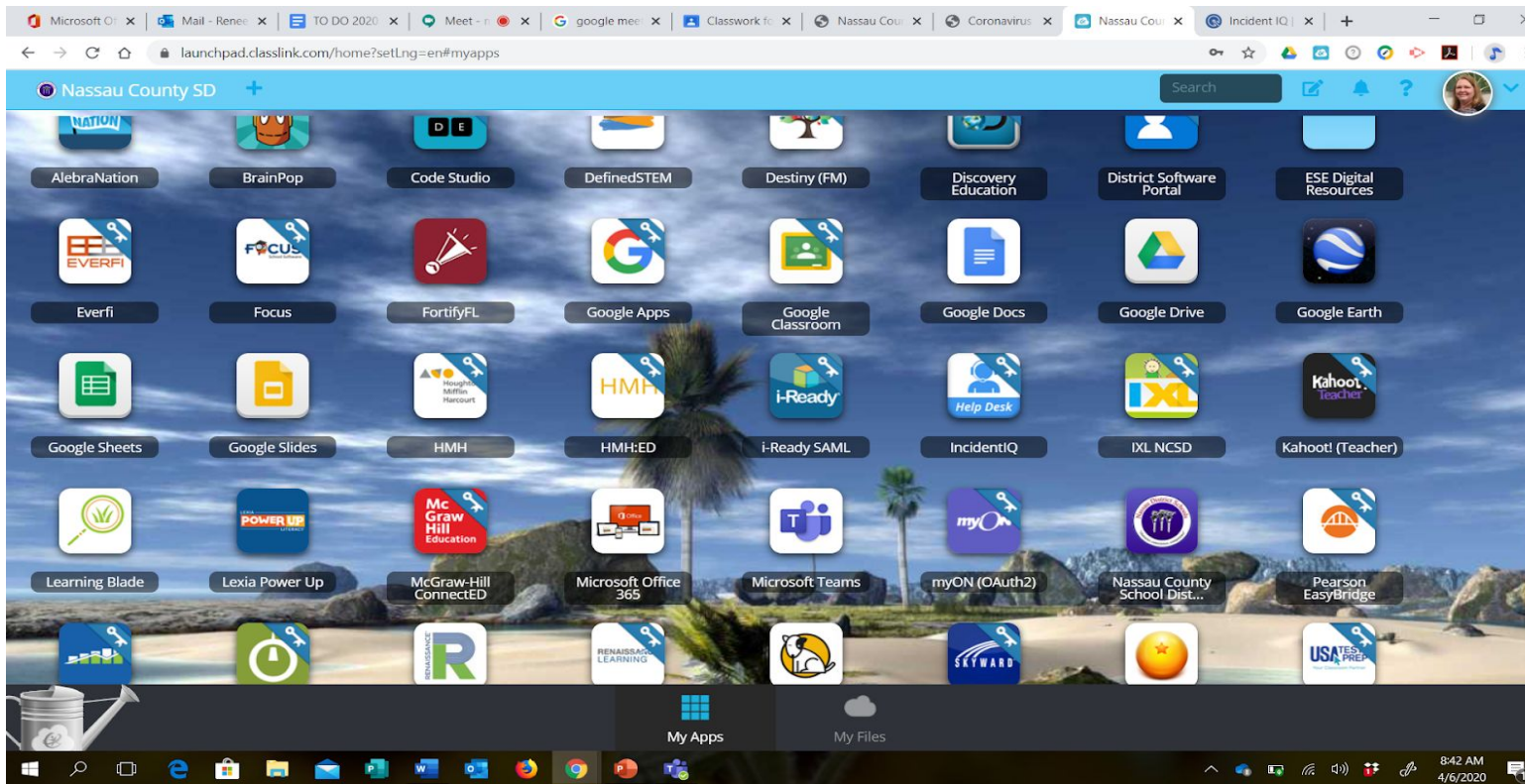
If you need assistance with any of the activities in the packets or with technology issues, please reach out to your child's teacher via phone, Remind or email (please do not use social media). They will be available Mon.-Fri. during normal school hours to answer questions and help as needed.

**\*\*Please remember, these computers are to be used for Distance Learning activities ONLY. ALL activity on the computer is stored under the student's log in information, even if it is done outside of the district WiFi system. Please remind your child of the purpose of the device and allow them to use them only for educational activities. Thank you!!**

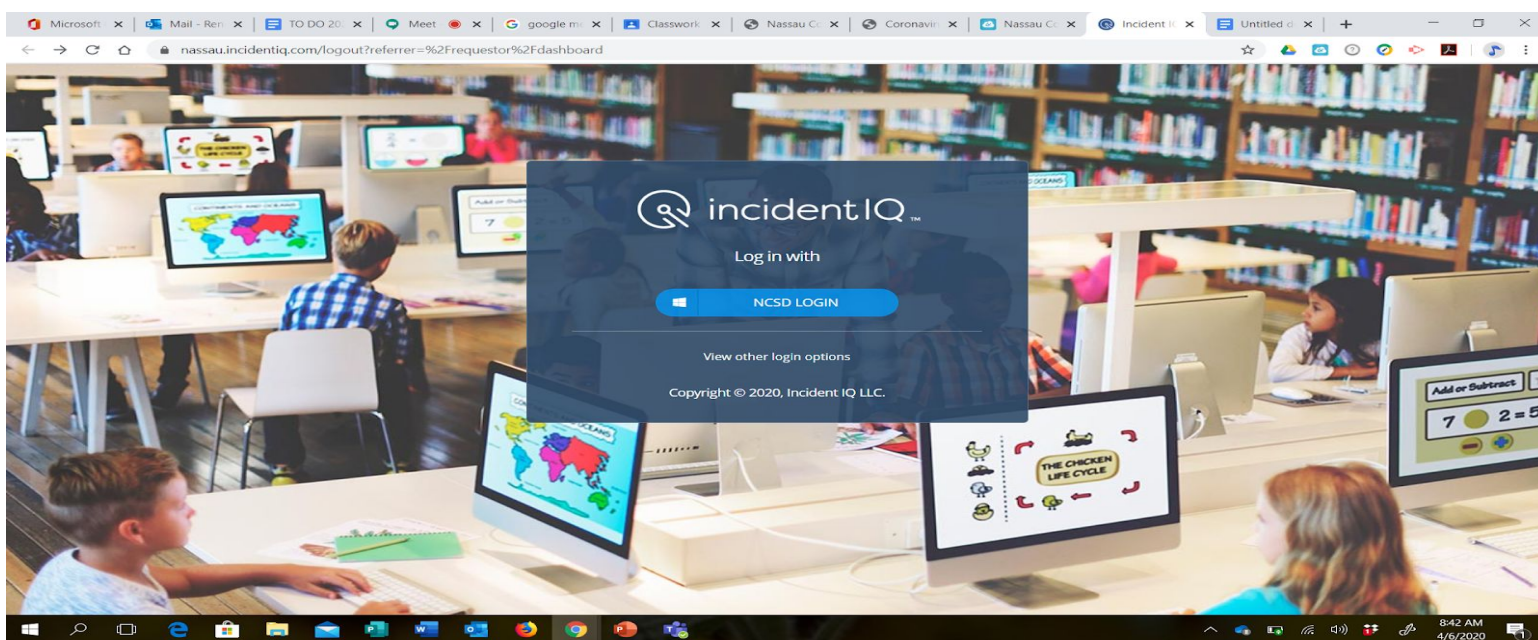
We miss you all and hope to see you soon!! 😊

# Creating a Help Ticket

Go to Classlink: [launchpad.classlink.com](https://launchpad.classlink.com), click on the IncidentIQ icon.



Please make sure that your computer is fully charged. If there are any issues with the device, please enter a help desk ticket through the icon on your student's Classlink page or at <https://nassau.incidentiq.com>. The login number would be your child's student ID number.



# DEVICE SWAP CENTER INFORMATION



## CREATE TICKET

The student should open a support ticket at <https://nassau.incidentiq.com>. This can be accomplished from any browser or mobile device. If the student is unable to access Incident IQ, their teacher may submit a ticket on their behalf.



## TROUBLESHOOT

The ticket will be placed in a NCSd technician's queue. The technician will isolate the issue and determine if a device swap is necessary or if the issue can be resolved remotely. This will be communicated via the Incident IQ ticket system.



## SCHEDULE

If the issue cannot be resolved remotely, a NCSd technician will direct you to an online form to schedule the device swap.



## VISIT

A NCSd technician will contact you to schedule your swap. This will ensure we are following CDC guidelines for social distancing. Please note: You will not need to leave your vehicle to swap devices.

