

Technology Tips for Success



1

Be sure to only log in to the Chromebook using your RCSS email account.

• Your user name is your 10 digit lunch number and your password is your birthday (MMDDYYYY).

2

Follow these directions to connect your Chromebook to Wifi.

Connect your Chromebook to Wi-Fi

To connect to the Internet, use a compatible Wi-Fi network.

Step 1: Turn on Wi-Fi

1. At the bottom right, select the time.
2. Select Not Connected ▾.

Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.

3. Turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

Step 2: Pick a network and connect

Connect to an open network ^

Select the Wi-Fi network ▾.

Remember, your information might be visible to other people on this network.

Connect to a secure network ^

1. Select the secure Wi-Fi network 📶.
2. Type the network password.
3. Select Connect.

3

Common troubleshooting steps:

Restart your Chromebook

[Clear your history & cookies \(Ctrl H\)](#)

Press & hold the power button for 10 seconds, then power it back on.

4

If you've tried all the troubleshooting tips you can and it still isn't working, contact your teacher for help. They may or may not be able to assist you, depending on the issue. You can also call the Randolph County Schools Technology Help Desk 336-633-5160, Monday-Thursday from 9-11 am, 2-4 pm or 6-8pm & Friday 9-11 am, and 2-4pm.

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We are using ClassLink this year. This is a dashboard with app buttons your child will use in remote learning. The nice thing about this platform is that once your child has logged into ClassLink, their user names and passwords to all of the apps inside of it are already loaded. This means that they just click the app button they want to use and the program will log them in automatically!

- If you are using a Chromebook, ClassLink pops up automatically upon login to the machine.
- If you are using any other device, you can find a link to ClassLink on our [HES homepage!](#) When you click the link, just log in using your 10 digit username and password (date of birth in MMDDYYYY format) and you will be ready to go!



We will also be using Canvas this year. This platform is where you will find assignments, lessons, and even videos from your child's teacher. We are learning to use this program, so you may find that to start, there are just a few things on the Canvas platform. As we learn, you will notice that we will continue to build more and more content on this platform.

- You can access Canvas through ClassLink by simply clicking on the Canvas button on the dashboard. When going to Canvas through ClassLink, just click the button and you will be automatically logged in.
- If you are not automatically logged in, use your 10 digit username and password (capitalized first initial, lower case last initial, MMDDYYYY - ex: Hp07311980)) to log in.

We are going to provide meeting times between students and teachers using Google Meet. You can access Google Meet several ways:

- There is a button in ClassLink or
- The website is <https://meet.google.com/>



The teacher will send out a meeting code for you to type in after you click "Join a Meeting". When you are trying to participate in a Google Meet, it is best not to be logged into Google under a personal account. If you are logged in under a personal Google account, you will run into lots of issues with gaining access to the Google Meet. If you are having trouble getting a computer to log into a Google Meet, you can call in using your phone! You won't have the video, but you will at least be able to hear. **Ask your child's teacher for the phone number for the meet.**

Do not connect your personal Gmail account to your school account. Personal accounts can cause programs and websites such as Google Drive, YouTube, etc. to mess up.

Reminder: Your device is still being filtered even though it is on your home wifi!



Take care of your Chromebook! Keep it in a safe location when not in use. *(Keep away from pets and babies.)* Avoid eating & drinking near your device.