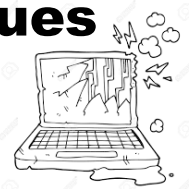



# Problem Solving for Technology Issues FOR PARENTS

Davidsen Middle School 2020-2021



## Tier 1

Problem	Action
<b>Laptop not responding or frozen or not keeping its power</b>	<p><b>Restart computer</b></p> <p>(Push the power button in and hold it to get it to turn off. You may have to hold it down for a few seconds.) You may have to restart the computer three or four times.</p>
<b>Laptop not working correctly</b>	<p>Run an update. Click on Windows icon in bottom left corner. Type Symantec. Go to Symantec Management Agent. Go to Start Software Update.</p>
<b>No internet connection?</b>	<p>Check that laptops are not on airplane mode.</p> <p>Check that you're connected to the internet by clicking on the internet icon on the bottom right and check the status: it should be "connection secured" and not disconnected.</p> <p>Call your network provider if your network is not showing up.</p>
<b>Tech Calls to District</b>	<p>Technology Support ( <b>813</b> ) <b>272 -4786</b> from Monday – Friday 7:00 am – 7:00 pm</p> <p>Assists with the basic operation of the device including password resets, Wi-Fi connection issues, problems with device functioning, etc.</p>
<b>Canvas and Clever problems</b>	<p>Curriculum Support ( <b>813</b> ) <b>272-4785</b> from Monday – Friday 8 am – 5 pm</p> <p>Curriculum Support assists with Clever and Canvas resources.</p> <p>Also, check out the Canvas videos and helpful tips on <a href="http://sdhc.k12.fl.us">sdhc.k12.fl.us</a>. Click on the Canvas icon and then the Canvas for Parents icon.</p> 

<b>Canvas password and setup information</b>	<p>Hillsborough Canvas Family Guide:  <a href="https://sdhc.instructure.com/courses/3146">https://sdhc.instructure.com/courses/3146</a></p> <p>MySpot page for resetting passwords:  <a href="https://myspot.sdhc.k12.fl.us/public/pass/">https://myspot.sdhc.k12.fl.us/public/pass/</a></p>
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## Tier 2





Problem	Action
<b>Free Office 365 download to 5 computers</b>	<p>Access your Office.com account from any computer:</p> <p><b>Username:</b> <a href="mailto:student#@hcps.net">student#@hcps.net</a>  <b>Password:</b> <b>your personal password</b></p> <p>Upper right corner, click on “Install Office” and you can install Office on 5 of your home’s devices.</p>
<b>Want to store your documents in the cloud?</b>	<p>Use your Office.com account to access documents from any computer.</p> <p><b>Username:</b> <a href="mailto:student#@hcps.net">student#@hcps.net</a>  <b>Password:</b> <b>your personal password</b></p> <p><b>DO NOT SAVE anything important on the school computer desktop!</b></p>

## Tier 3

Problem	Action
<b>Your personal PC beeps loudly five times when you turn it on</b>	<p>This is the five beeps of death. Please contact the school to get a replacement computer.</p>

## Passwords and Sites

Application	Log in information
<b>Clever</b> 	<a href="https://clever.com/in/hillsborough">https://clever.com/in/hillsborough</a>  Log in: <b>student number/your personal password.</b>
<b>Canvas</b> 	Can be found in Clever.  Log in: <b>student number/your personal password.</b>
<b>Office 365</b> 	Can be found in Clever or Canvas. Outlook for email, Word, Excel, PowerPoint, OneDrive and other Office apps.  Log in: <b>Student#@hcps.net/personal password</b>  Save to OneDrive (cloud icon) if you want access to all your documents from any computer or from home.
<b>School City</b> 	Can be found in Canvas => their class' navigation bar =>School City student. Log in: <b>student number/MMDD</b> (MM for month of birthday and DD for day). Must be 2 numbers so if the birthday is August 1 = 0801
<b>Achieve 3000</b> 	Can be found in Canvas =>their class' navigation bar =>Achieve 3000  Log in: <b>student number/your personal password.</b>
<b>Virtual Library</b> 	Can be found in Clever =>"PK-12 Virtual Library & Catalog" icon.  Ebooks (Axis 360 and myOn), and Online Resources (Gale, World Book, Soundzabound). Requires login and password <b>hcpsfl/hcpsfl</b> when working from home.
<b>MyOn</b> 	Through Canvas or Virtual Library – unlimited copies of graphic novels, comics, fiction, non-fiction (science, social studies, biographies)  Log in: <b>Student number/personal password</b>

<p><b>Axis 360 e-books</b></p> 	<p>Through Virtual Library – limited number of copies available. Can download app or download or read online.</p> <p>Log in: <b>Student number/personal password</b></p>
<p><b>Newspapers in Education</b></p> 	<p>Through Virtual Library</p> <p>Log in: <b>Dauidsen/news</b></p>
<p><b>HAAL PASS – Public library ebooks, research &amp; checkout</b></p> 	<p>Through Virtual Library – ebooks, research sites, tutor.com, Learning Express sites for test prep, Mango for languages, and Lynda.com for free technology and math classes. Students can also check out 3 public library books or DVDs or music.</p> <p>Log in: <b>Student number/4321</b> (is default password and then students can change it)</p>
<p><b>World Book online</b></p> 	<p>Through Virtual Library – research, biographies, current events, maps, videos, science, history, the arts, etc. In Spanish, French, and English.</p> <p>Log in: <b>hcpsfl/hcpsfl</b></p>