

Remote Learning/Hybrid Chromebook FAQ

What can the parent/student do to maintain the chromebook?

- 1) First try shutting down the machine and turning it back on to refresh the CPU.
- 2) Clear out the all time cache:
<https://support.google.com/googleplay/answer/32050?co=GENIE.Platform%3DDesktop&hl=en-GB>
- 3) Restart the home router/modem
- 4) Minimize interference between the chromebook and the source of the home internet
 - a) Walls, other computers, and smart devices will affect the performance of the chromebook.
- 5) Update the Chrome Browser:
<https://partnerdash.google.com/apps/simulator/chromebook#update-your-chromebook?!=en>
- 6) During the school day, only use the chromebook for school related activities. We can't block everything, so we are relying on students to use their devices appropriately
 - a) No streaming, unless requested by the teacher
 - b) No game sites
- 7) At the end of the day, shutdown the device
- 8) If you have a lot of web traffic during the day because of multiple users, shut the device down during lunch.
- 9) Keep Video Conferencing (Zoom, Google Meets) on full screen, especially during transitions.
- 10) If necessary, school work does not have to be done on a school issued device.
- 11) You can also contact your internet service provider and see if they can increase your bandwidth. Not your speed, but your bandwidth. Currently Comcast is doing this for free. I do not have any feedback on other ISPs.

What to do if an issue arises?

Breaks in service are inevitable. If one occurs, try steps 1-4 above. Restarting the machine and clearing the cache will clear most issues.

If an issue becomes reoccurring, and you have tried restarting the machine and clearing the cache, please email techdepartment@bighollow.us to generate a ticket. You will then be prompted to bring the device into the student's building to drop off for repair. You will be asked to fill out a chromebook Repair Form and a loaner will be issued to you.

A member of the tech department will reformat the chromebook, and update the browser. Then they will attempt to recreate the issue. After testing is complete, you will be notified if your device is ready, if we need to do further repair, or if we will be issuing a swap.

What will happen if the issue is not software, but physical damage?

If the device has been physically damaged, accidental or otherwise, the device will be brought to our partnered repair shop, XCell Wireless in Round Lake. Repairs will be done, and the school will be charged for the repairs at a negotiated discounted rate. This charge will then be transferred to the student's Skyward account. As a reminder to what is in the chromebook handbook, inspect new devices received before taking them home. Damage not reported will be the responsibility of the student.

What do you do if your child forgot their password?

Contact your teacher first. They have access to most student passwords. If they can not answer your question, they will prompt you to email techdepartment@bighollow.us

Can I email my child at their Big Hollow School Account?

No, big hollow emails are set to not receive emails outside of the Big Hollow domain. We can not make exceptions to this.

Things to note

- 1) It is possible that you and your neighbor pay for the same internet service, but do not actually receive the same service.
- 2) No two devices will perform the same. Even two school issued devices with the same outer shell may have different internal components.
- 3) If you have multiple students/parents working in the house, certain devices may grab onto bandwidth first and be the cause of conflicts.
- 4) All routers have a maximum amount of devices that they can successfully support.
- 5) As of the writing of this FAQ (09-23-2020), Touch Screens are starting to go at a rapid rate on our older chromebooks. This is a hardware, not a software issue. Due to supply chain problems caused by the Pandemic, the volume of requests, and cost of replacing the touch screen, they will NOT be replaced at this time.