



Circle USD 375 Continuous Learning Technology FAQ

Updated: 4/5/2020

Logging on to Google account

Students will need to log into their school supplied Chromebook or a personal device they are using with their school supplied google account.

7-12 are currently 1:1 and will continue to use their current login credentials.

K-6 students will need to log in with their personal school google account - usernames and passwords are available from your classroom teacher if you do not already have that information. Do not have your child try to log in with a generic school student account (ie. CGE@USD375.ORG) as those accounts have been disabled.

Email

K-12 students - All students have email accounts so they can send to and receive email from their teachers. Only USD 375 teachers and staff have access to email to or receive email from student accounts.

Content Filtering

When outside of our school network, the internet is not filtered on School Chromebooks. While these devices are in your home, please monitor them at your discretion.

Tech Support Requests

K-6 Students

Step 1: Contact your teacher with any technical issues.

Step 2: If the teacher cannot resolve the issue, they will fill out a tech support form that will go directly to the tech support team. The tech support team will advise the teacher how to fix the issue or they will contact the parent directly and help them through the issue.

Step 3: If the issue cannot be resolved by email or phone and a device needs repaired, the tech support team will send information on dropping off the device for repair. Current CDC distancing guidelines will be followed. All devices will be sanitized before being returned.

**THIS APPLIES ONLY TO SCHOOL SUPPLIED CHROMEBOOKS.
WE CANNOT WORK ON/REPAIR PERSONAL DEVICES.**

Tech Support Requests

7-12 Students

Step 1: Fill out the [Tech Support Form](#).

Step 2: The tech support team will contact you to resolve the issue.

Step 3: If the issue cannot be resolved by email or phone, the tech support team will send information on dropping off the device for repair. Current CDC distancing guidelines will be followed. All devices will be sanitized before being returned.

Factory Resetting (Powerwash)

Chromebooks

Sometimes a simple factory reset (Powerwash) is all it takes to fix an issue with a Chromebook. It's easy to do and doesn't delete any files or apps you may have on the device. Follow these these steps:

Sign out of your Chromebook.

**Press and hold Ctrl + Alt + Shift + r.
Select Restart.**

**In the box that appears, select Powerwash and then Continue.
Follow the steps that appear and sign in with your Google Account.**

Note: The account you sign in with after you reset your Chromebook will be the owner account.

**Once you've reset your Chromebook:
Follow the onscreen instructions to set up your Chromebook**

Check to see if the problem is fixed.

On-Site Support Hours

On-Site Support Hours:
Monday – Wednesday – Friday
8:30 a.m. – 3:30 p.m.
****Scheduled School Days Only****



Location: Circle High School Main Hall South Doors
****Ring Doorbell for Service****

Returning School Supplied Devices

All school supplied Chromebooks K-12 and Kindergarten iPads will be returned at the end of the school year. You will receive an email in mid-May with instructions on returning the Chromebook / iPads to the district.