

Helpdesk FAQ's



MSD Chromebook Quick Start Guide

Logging onto district devices

How do I login to a District Chromebook?

- Click the "[Sign in with a different account](#)" link to use an MSD email account
- Click the NEXT button to use a Clever badge.

Login information for elementary students is being emailed to the Parent/Guardian 1 email address found in Skyward. It will also be mailed to the corresponding address on file in Skyward.

What is my student's MSD email address / Google login?

Google account information can be found on Family Access in Skyward.

Log in to Family Access (<https://bit.ly/MSDSkyward>)

- Student's email address is listed
- Student's password is the "other" student ID that needs to begin with two zeroes "00"

The standard format for the student email accounts is the first five letters of their last name, their first initial, their middle initial and the last two numbers of their student ID (I.e. their lunch number) followed by _stu@msvl.k12.wa.us. For example, John Michael Johnson, Lunch Number 00345678 = johnsjm78_stu@msvl.k12.wa.us Don't forget the underscore!

What if I don't have access to Skyward Family Access?

We can provide a login to you. Email us or call with the following information. (see below for contact info)

To verify your student's account, we need:

- Student's full name
- Student's birthdate
- Parent/Guardian's full name

How can I get help?

- Email: chromebook-help@msd25.org
- Phone: 360-965-0202
- Skyward information to school admin assistants/office assistant

Please note call and email volumes are heavy at times, and we will do our very best to return your email or message in a timely manner.

How to access the Clever portal and Imagine Learning

The student accesses Imagine Learning by entering Clever and opening the app, it is rostered in Clever and signs on automatically.

Have the student go to:

<https://clever.com/in/msd25/student/portal>

Not able to access things in Clever or Google classroom

If you're unable to access some things through Clever or Google classroom, it's quite often because you're not actually in the students Google account. Here's a short video on the issue and how to fix it:

https://www.youtube.com/watch?time_continue=1&v=rm_KfHtYWmE&feature=emb_logo

Connecting to the CTL Chromebook's mobile network:

1. Click on the time in the bottom right hand corner of the screen and you'll get a pop up control window.
2. Click on the icon for networks and one of the network selections should say Sprint.
3. Click on Sprint and it should connect. Under the icon should say Connected. Click out of the control window by clicking on the X in the upper right corner of the windows.



