



# TECHNOLOGY QUESTIONS & ANSWERS

Thornton Township High Schools District 205

| QUESTION:  | SOLUTION:  |
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| My student cannot sign into their Chromebook...                      | <b>Make sure you are first connected to the internet when trying to sign into the Chromebook; make sure the full <i>district assigned email address</i> is used and is spelled correctly.</b>  |
| My student's Chromebook does not power on...                         | <b>Make sure the battery is charged and/or charging by plugging in the included charger into an electrical wall outlet and the other end into the Chromebook.</b>  |
| My student cannot find where to find his/her on-line classroom(s)... | <b>Teacher(s) provide students with information necessary to enter/join their class(s) via an invite email or class code utilizing Google Classroom (<a href="https://classroom.google.com/">https://classroom.google.com/</a>). <i>Please note that all correspondence to students is sent via their D205 assigned student Gmail account.</i></b> |

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| <p>My student does not know their District assigned Gmail account or log-in or password...</p>    | <ul style="list-style-type: none"> <li>❖ <b>Parents and students can email the teacher(s) and they can forward you that information.</b></li> <li>❖ <b>Parents and students can also find that information once they log-in to Power School.</b></li> <li>❖ <b>Parents or students may contact the helpdesk number for your individual school or program so the password can be reset. You will need your first and last name, grade number, and student ID number. Helpdesk hours are 7:00 am to 3:00 pm Monday through Friday.</b></li> <li>❖ <b>Outlook Academy: 708-225-5875 or 708-225-5879</b></li> <li>❖ <b>Peace Center: 708-271-4101 &amp; 708-271-4694</b></li> <li>❖ <b>Thornridge High School: 708-271-4101 &amp; 708-271-4694</b></li> <li>❖ <b>Thornton High School: 708-225-4172 &amp; 708-225-4093</b></li> <li>❖ <b>Thornwood High School: 708-225-4846</b></li> </ul> |
| <p>My student does not know how to contact their teacher, counselor, dean, principal, etc....</p> | <p>All staff emails addresses and pertinent information can be found on the District and/or school/program web pages: <a href="http://www.district205.net">www.district205.net</a>.</p>   |

My student's chrome book will not connect to the internet...

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.

For help Connecting to the Wi-Fi via your phone, click on this link for more information: <https://www.lifewire.com/use-your-cell-phone-as-a-wi-fi-hotspot-2377756>.

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| <p>My student is not using a Chromebook and is having trouble connecting to Google Classroom...</p> | <p><b>Logging into Google on other devices:</b></p> <p>You have access to G Suite for Education for school versions of Google Docs, Sheets, Slides, email, and more on almost any web browser, not just your Chromebook.</p> <p>Go to <a href="http://www.google.com">www.google.com</a></p>  <p><b>The upper right corner of the page should have a blue “Sign in” button.</b></p> <p><b>Your Password is the same one you use for PowerSchool or to login to a district computer.</b></p> <p>If you do not know your username or password, ask a teacher to look that up for you on the “Demographics” screen in Power Teacher. (If there is a different icon there, you will need to click it and “Add account” or “Sign out” before you can login.)</p> <p><b>Remember: do not try and log-in using your personal or another Gmail account, you must use your D205 assigned Gmail.</b></p> |
| <p>My student and I are concerned about on-line privacy...</p>                                      | <ul style="list-style-type: none"> <li>❖ Google takes security seriously, with industry-leading safeguards and privacy policies and D205 has control of the data for our students/users.</li> <li>❖ There are no ads in G Suite for Education core services, and students’ personal information will not be used to create ad profiles for targeting.</li> </ul>  |

My student needs help using Google features...

Your student's teacher will be able to guide you and your student through any feature your student is asked to use in the G Suite. Below are a few tips for help:

**Google Docs** is an online word processor that lets you create and format documents and work with other people. [See our top five tips for Google Docs.](#)

#### Step 1: Create a document

To create a new document:

1. On your computer, open the Docs home screen at [docs.google.com](https://docs.google.com).
2. In the top left, under "Start a new document," click New .

You can also create new documents from the URL [docs.google.com/create](https://docs.google.com/create).

#### Step 2: Edit and format

To edit a document:

1. On your computer, open a document in [Google Docs](#).
2. To select a word, double-click it or use your cursor to select the text you want to change.
3. Start editing.
4. To undo or redo an action, at the top, click Undo  or Redo .

Note: To edit a document on a touchscreen device, like a Pixel Book, double-tap the document to start typing.

You can add and edit text, paragraphs, spacing, and more in a document.

- [Format paragraphs or font](#)
- [Add a title, heading, or table of contents](#)

#### Step 3: Share & work with others

You can [share files and folders](#) with people and choose whether they can view, edit, or comment on them.

**Google Slides** is an online presentation app that lets you create and format presentations and work with other people.

#### Step 1: Create a presentation

