

Chromebook Checkout and Troubleshooting Guide

Logging into the Chromebook:

Students in Grades PreK, TK, and K-3:

- **Username:** Student's SIS number followed by @stocktonusd.org. (For example; Student Jenny might be 8675309@stocktonusd.org)
- **Password:** Enter the student's birthdate (YYYYMMDD)
- Password will continue to be their birthdate (YYYYMMDD)

Please NOTE: If a student has not logged into their account since February 1, 2020, the password has been reset to the student's birthdate (YYYYMMDD).

Students in Grades 4-12:

- **Username:** Student's SIS number followed by @stocktonusd.org. (For example; Student Jenny might be 8675309@stocktonusd.org)
- **Password:** Enter the student's birthdate (YYYYMMDD)
- *When prompted, create a new password*

If you have any problems please contact us at pdcsupport@stocktonusd.org.

Troubleshooting Tips and Resources

When attempting to connect to the internet at home (steps included on next page) if you get a message that says that connecting to other networks is disabled by administrator, please:

- Restart the Chromebook, you may need to do this a few (3-4) times.
- If issue still persists, please email the serial number of the chromebook and your contact information to pdcsupport@stocktonusd.org

Chromebooks are super reliable. If you encounter something not working, please restart the chromebook a couple of times. It is also a good idea to power it off at the end of the day too.

To report broken chromebooks please call the SUSD COVID 19 helpline at **209-933-7111**, and select Option 7. Broken is defined as keyboard not working, screen not displaying properly, battery not holding a charge, power cord is defective, or Chromebook does not turn on.

If students experience any issues with their Google account, using the chromebook (not a hardware issue), or accessing WiFi, please email the concern or issue to pdcsupport@stocktonusd.org
