

# 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](mailto:8675309@stocktonusd.org))
- **Password:** Enter the student's birthdate (YYYYMMDD)
- Password will continue to be their 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](mailto:8675309@stocktonusd.org))
- **Password:**
- **Existing students in the district prior to 20-21:** Created their own password during last school year and distance learning. Students should login using that password.
- **New Students to the district in 20-21:** Initial password will be the student's birthdate in this format, (YYYYMMDD) and when prompted, create a new password. (Example: If the birth date is **October 23, 2002**, the password would be entered as **20021023**.)

**If you have any problems logging in there are staff at your schools that can help, please contact your teacher(s) for assistance. You can also contact us at [pdcsupport@stocktonusd.org](mailto:pdcsupport@stocktonusd.org), and please provide the following information as verification of identity and we will reset the student's password and reply with a temporary password.**

Student ID #

Middle Name

Birthdate

City of birth

Parent or Guardian's name

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## 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](mailto:pdcsupport@stocktonusd.org)

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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.

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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](mailto:pdcsupport@stocktonusd.org)

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## Accessing the Internet at home

We strongly encourage families to explore all options for getting the internet in your residence. SUSD is working very hard to secure hotspots for families without an internet connection. More information will be communicated soon via SUSD website, SUSD app, and calls home. In the interim, please check the vendors that are providing free access to WiFi in our area.

### Comcast:

Phone numbers: 1-855-846-8376 for English and 1-855-765-6995 for Spanish

### Xfinity HotSpots:

All Xfinity hotspots are open and available to connect to at this time. Find Xfinity hotspots near you. Check the map: <https://hotspots.wifi.xfinity.com/>

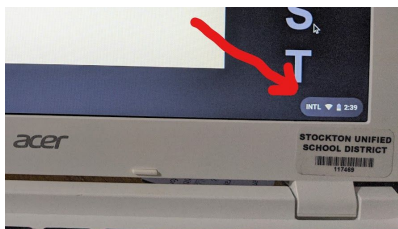
### ATT:

Phone numbers: 1-855-220-5211 for English and 1-855-220-5225 for Spanish

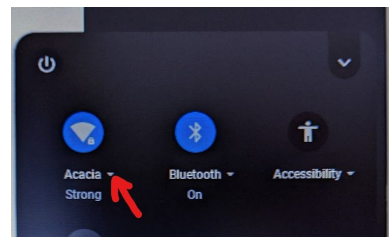
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## Connecting to your Home WiFi or HotSpot

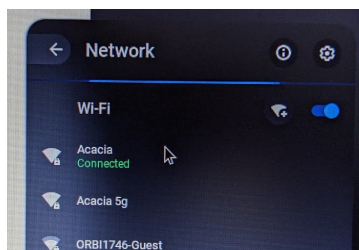
**Step 1. At the bottom right of the screen, click on the time.**



**Step 2. Click on WiFi drop-down arrow.**



**Step 3. Pick your wifi from the list.**



**Step 4. Type in your Wifi password and click connect.**

