

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)

Students in Grades 4-12:

- **Username:** Student's SIS number followed by @stocktonusd.org. (For example; Student Jenny might be 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, 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

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.

