



John Deasy, Ph.D.
Superintendent

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April 10, 2020

Dear SUSD students and families,

This week, we checked out thousands of Chromebooks and Hotspots to students. Students and families who checked one out should review our [Acceptable Use Policy](#) and the [Technology Agreement Notice](#) they signed during checkout. Activity on Chromebooks is still being monitored by our Information Services Department to ensure proper usage. Families are encouraged to also monitor their child's online activity. Below you will find information on how to get Internet access in your home if you were not issued a Hotspot at this time, as well as information regarding Technical Support for your district-issued Chromebook and Hotspot.

Internet Resources

If you don't have an internet connection at home to participate in distance learning, please read over our [Internet Resources](#) document for options available to you. The District is working to acquire more Hotspots. Be sure to complete our Technology Access Survey at www.stockonusd.net/TechAccess or email pdcsupport@stocktonusd.org so that we can contact you should a Hotspot become available. Any student who cannot access the internet during this time should also contact their teachers via email or phone to let them know that they will not be able to access their course online.

Chromebook Technical Support

A copy of the Chromebook Troubleshooting guide is available on our website at www.stocktonusd.net/TechAccess. To report broken Chromebooks please call our 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. (If you are experiencing issues with connecting your Chromebook to the internet, please reboot your computer at least 2-3 times before reaching out to support.)

Hotspot Technical Support

If you are experiencing connectivity issues with your Hotspot, you can call the Sprint Helpline. You may be asked to provide information on the original hotspot box label like PIN code and the answer to the password. Sprint's team is available every day, from 5 AM to 8 PM at 844-309-1680.

Thank you,

A handwritten signature in black ink that reads 'John E. Deasy'.

Dr. John E. Deasy, Superintendent