

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

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 as many hotspots as we can, all supplies are impacted due to COVID-19 and school closures, and we will not be able to fulfill all requests. 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:

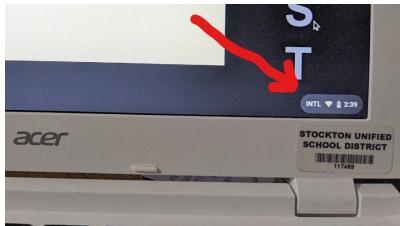
Phone numbers: 1-855-220-5211 for English and 1-855-220-5225 for Spanish

Note: If you have exhausted these options, please complete our survey and let us know that your student(s) still need the internet. Use the QR Code →→→→

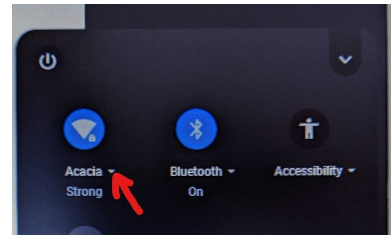


Connecting to your Home WiFi or HotSpot

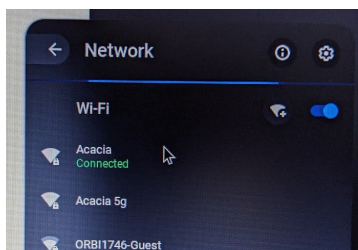
Step 1. At the bottom right of the screen, click on the time.



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.

