Ways to Get Internet Access in Your Home

We want to make sure that children and families have access to broadband during this critical time. If you don't have an internet connection at home for the digital distance learning program here are a few options available to you.

Comcast

- Comcast is increasing internet speeds for all Internet Essential customers to 25 Mbps and offering two months free service to all new Internet Essential customers. With school closures students need internet access at home and families need access to information. To sign up, applicants can simply visit www.internetessentials.com. The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish. Comcast is ramping up resources to ensure that families can get the equipment and start service as quickly as possible after signing up.

Xfinity Wifi Public Hotspots

- Xfinity WiFi public hotspots are available to anyone who needs them for free during the COVID-19 national emergency, including non-Xfinity Internet subscribers:
    - 1. Go online to wifi.xfinity.com
    - 2. Use 'Find a Hotspot' and enter your city or zip code
    - 3. Go to location of hotspot
- Look for "xfinitywifi" in the list of available networks on your device. Most are located in businesses and outdoor locations. Please follow health and safety guidelines, as outlined by health officials.
- **Note:** If you are asked to pay for additional time, you are most likely logged into a residential hotspot, which is not a part of our COVID-19 open access.

AT&T

- AT&T's Access program is offering two months of free services to new Access customers who order by April 30, 2020. There is no commitment after that, but should you choose to continue with AT&T Access after the two month, it will cost $5 - $10/month. To qualify for Access, customers must have a student who qualifies for the National School Lunch Program/Head Start of one family member who participates in the SNAP program.
- Visit the Access page to fill out an application and see if you qualify. https://digitalyou.att.com/low-cost-internet/
- If you can't access the webpage please call in using these phone numbers.
    - English   855-220-5211
    - Spanish   855-220-5225

District-Supplied Sprint Hotspots

The District is currently working on getting hotspots for all students that need them. We are working with Sprint but because of the overwhelming demand right now, it will take Sprint some time to get them to us and the quantity will be limited. Please try to gain access to the internet using the information above and as soon as they are available, we will contact families who have not been able to acquire internet access to come in and pick one up.

If you cannot get internet access by one of the options provided above, please contact our Tech Support at pdcsupport@stocktonusd.org to let us know that you will need a hotspot when they 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.

Troubleshooting   Try restarting the computer. Many basic problems can be resolved easily and quickly this way.

If you are having trouble logging in to the chromebook, Google tools, and SUSD curricular links:

- • Your username and password is the same as when you are signing on to the chromebooks at school, but may be different than what you use for Synergy. Your Username is your 8-digit student followed by @stocktonusd.org . Your password was set individually by you.
- • Ensure you are using your correct SUSD username and password.
- • Check that Caps Lock/Num Lock isn't on by mistake.
- • Check that your password is what you are expecting it to be by typing it into the Username box. This allows you to see what you are typing in case your keyboard is set to another locale, for example.
- • Check that you are logging on with Google as opposed to entering a username and password into the site.

Please sign in.

8+ Sign in with Google

- ●
- Check that no other Google accounts are logged into the computer or chromebook, usually this results in 403 error

- • Check the machine is connected to Wi-fi or internet

If all else fails and you cannot shutdown/restart your computer, then hold down the power button on the machine until it forcibly turns off. Wait a few seconds and then turn it back on again

If still an issue then call our Technical Support Line at pdcsupport@stocktonusd.org