

## FAQ's for Distance Learning August 14, 2020

### Internet Connections:

1) Q: How do I connect to the internet?

A: In the right hand bottom corner of the screen are a list of icons. Move the pointer over the icons until they reveal their specific functions. When you find the internet connection icon, click it and fill in the appropriate wifi passwords from given by your internet provider.

2) Q: My school issued laptop is not working?

A: Please call your student's building office to schedule a time to substitute devices.

3) My volume doesn't work on my laptop?

A: Be sure to check that you have the volume settings turned up by clicking the volume icon on the bottom right corner of the screen.

### Attending Virtual Class:

4) Q: What are the expectations of my student?

A: Classes are held daily beginning at 8:30am. Students will have four classes a day, 1 hour long, with a 20 minute break between classes and a 30 minute lunch after the 2<sup>nd</sup> class. Students are expected to log in and attend class conducted by the school teacher. **Teachers will take attendance for every class.**

5) Q: How does my student log in?

A: Go to the school website in a Chrome, Firefox, or Safari Browser and click on the icon in the Announcements section that says [First Days of School](#). **Internet Explorer will not work when trying to access distance learning.**

6) Q: I can't find the Clever, Aeries, or Canvas website links? How can my student find them?

A: Students and parents can access all links for learning on our school website under the Student Information Column by selecting Online Resources. This page has links to all of our digital resources.

7) Q: My student can not get their Zoom to work properly including audio and microphone?

A: If you are having trouble with the audio and microphone, please download the Zoom App at [www.zoom.us/download](http://www.zoom.us/download) then download “Zoom Client for Meetings” this should take less than a minute. Unfortunately, with a school issued laptop, you will need to do this each time you power up the computer.

8) My teacher’s website does not have any updated or current information?

A: You can get to your teacher’s class by following the information on the school website. Click on the icon in the Announcements section that says [First Days of School](#) or login to Canvas via your Clever Account at [www.clever.com](http://www.clever.com)

### **Schedules:**

9) How do I request a schedule change?

A: Students can complete a virtual schedule change via the [Virtual Schedule Change Request Form](#).