

Getting Started Tech Tips

If something isn't working correctly, **try restarting your computer**. It is also a good idea to restart your computer once a week.

Additional tips from the district can be found at:

- <https://www.pdschools.org/Remote-Learning-TechSupport>.
- <https://techportal.pdschools.org/>.
- covidtechhelp@pdschools.org
- call the student/family support line at 970-490-3339.



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Wifi Issues

My family doesn't have internet access:

- contact the school

I can't see any website:


- Check that you are connected to wifi. Click on the wifi symbol on the bottom right hand corner.

- You should see this at the top of the pop up box. If it is not "connected" that is the problem. You will want to find your wireless device and connect. Once yours is connected, Poudre VPN should connect. If this still does not work, try to disconnect and reconnect.

- If everything is connected try opening a website like www.pdschools.org.

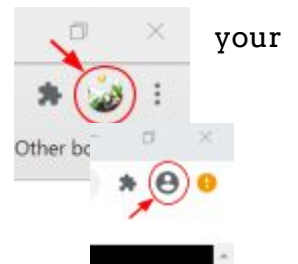
Logging In

On a PSD device: press ctrl + alt (while holding down) press delete

- Your teacher gave you a login card.
- Username goes in the top box. This is the red #.
- Password goes in the bottom box. This is the blue #.

Signing in to Chrome or Adding an Account to Chrome on a Home Device

1. Double click on the Chrome icon on the desktop. 
2. Your child should have logged on at school and done this process on a PSD device so they should see their first initial or picture in the top right corner. If you do you are good to go. Click on that initial or picture and see if you see your child's school email. If this is a personal computer you may see you (the adult's) icon. You will have to add child's PSD account.
3. If you see a gray circle with a person or your initial with "paused" next to it, click on it.
4. Click "**Sync to Chrome**" or "+ Add" if it's your personal account.
5. Follow the prompts for signing in by putting in the student's **PSD Account**. **Their email is also on the login card.**
6. Follow all prompts



- *VERY IMPORTANT* When you get the pop up box at the top you MUST CLICK “**Link Data**”. This will sync your student’s work on their Google Drive to this Chrome account along with any bookmarks they may already have.
- Finally, click the “**Yes, I’m in**”.

(We are planning on having students do this while they are at school on PSD devices.)

Student PSD email

All students have a PSD email account. It is on the log in card. Where do you access PSD email?

- www.psdschools.org/mail
- linked on the teacher’s Learning Page under Quick Links in the School Links section.



Microsoft Teams for Live Meetings

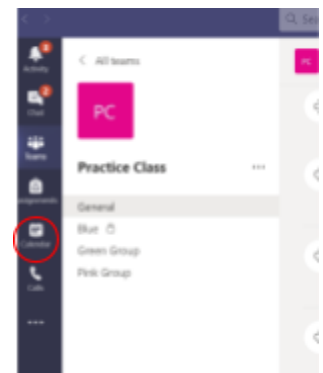
PSD Devices: a Teams app on the desktop

Home Computers: go to teams. microsoft.com

- Best to download the windows app - purple button
- other options - click on “Use the web app instead” under the purple button
- follow prompts but you **MUST sign in with the student’s PSD credentials.**

Your teacher will link your Teams Class to the home page of their learning page.

- Click on that.
- Try to get used to going to the Calendar icon on the side. Click it.
- Find your first scheduled meeting for the day.
- Wait for the join button to appear.
- When it does, click on it and you will be in. It appears 2 minutes before the class begins.



Microphone or Camera Issues

- On some devices the **F4 key** is used to mute the built-in microphone. **Lit means muted.**
- To further troubleshoot the microphone and camera, type “**Silverlight**” in the **Start menu** where it says “Type here to search”. **Click on the Microsoft Silverlight icon. Choose the Webcam/Mic tab.** You will see if Video and Audio are working properly.
- Check the Windows Privacy Settings** by opening the **Start Menu** and clicking on the gear symbol. Choose ‘**Privacy**’ from the options and you will see several sections on the left side. Scroll down on the left side and choose the ‘**Camera**’ & ‘**Microphone**’ sections. Under each section, **make sure the ‘Allow apps to access your camera/microphone’ is switched on.**