



# Virtual Learning and Chromebook FAQs

Welcome to your SCPS issued Chromebook! For optimal success, ***we highly encourage your student to use their SCPS issued chromebook during virtual learning as our school programs are most compatible with SCPS configured Chromebooks.*** The following questions were designed from our most frequently asked questions through our SPCSITsupport helpdesk. If you have further questions, please be sure to email us at [SCPSITsupport@staffordschools.net](mailto:SCPSITsupport@staffordschools.net) or call the Family Resource Access Hotline for help in English , Arabic, Dari, Farsi, French, Pashto, Spanish, and Urdu call (571) 492-9270.

**School Phone Number: 540-658-6190**

## Document Quick Links:

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## **Login Information FAQs**

<i>My child doesn't remember their Google login</i>	Contact the school ITRT or <a href="mailto:SCPSITsupport@staffordschools.net">SCPSITsupport@staffordschools.net</a>
<i>I can not get my child logged into Clever</i>	Be sure to select the “ <b>Login with Google</b> ” option and add @scps.net to the end of their username - <a href="#">Directions in English</a> <a href="#">Directions in Spanish</a>

## **Chromebooks FAQs**

<i>My child's Chromebook is in high contrast mode (black background).</i>	Click on the time in the lower right hand corner. Select accessibility (the image of a person) and uncheck high contrast mode.
<i>My child's Chromebook is speaking to me.</i>	Click on the time in the lower right hand corner. Select accessibility (the image of a person) and uncheck ChromeVox and/or Select to Speak.

[SCPSITsupport@staffordschools.net](mailto:SCPSITsupport@staffordschools.net)

<p><i>My child's Chromebook is zoomed in.</i></p>	<p>Reset the screen dimensions with holding down keys: <b>Ctrl + shift + 0</b></p> <p>Or, click on the time in the lower right hand corner. Select accessibility (the image of a person) and uncheck Full Screen Magnifier and/or Docked Magnifier.</p>
<p><i>My child's Chromebook is clicking on things automatically.</i></p>	<p>Click on the time in the lower right hand corner. Select accessibility (the image of a person) and uncheck automatic clicks.</p>
<p><i>Every time my child tries to type, a keyboard pops up on the screen and blocks where he/she is trying to type.</i></p>	<p>Click on the time in the lower right hand corner. Select accessibility (the image of a person) and uncheck the on screen keyboard.</p>
<p><i>My child's Chromebook has a rotated screen.</i></p>	<p>Press: <b>CTRL+Shift+Refresh</b> (the circular arrow above the 4 key) until the screen appears the way it should.</p>
<p><i>My child's Chromebook is frozen.</i></p>	<p>Press <b>shift + esc</b> (upper left hand corner). This will bring up the Task manager, so you can select the frozen app and click End process.</p>
<p><i>My child doesn't know how to take a screenshot.</i></p>	<p>Press <b>ctrl + window switcher key</b> (above the 6 key)</p> 
<p><i>My child does not know how to turn on the caps lock.</i></p>	<p>Prese the <b>Alt+ SEARCH</b> button</p>

# Online Resources

Online resources for students are housed in either the Google Waffle or Clever.

## Google Waffle



The '**Waffle**' is the grid of nine small grey boxes that you find in the top right corner when signed into Google. It also leads you to other Google for Edu Apps such **Google Drive**, **Google Slides**, **Google Docs** etc. If you hover your mouse/pointer over the **Waffle** for a second or two the words '**Google apps**' will appear.

<b>Canvas</b>		Canvas is the Learning Management System for K-12 students in SCPS. Students will access learning modules from their teacher(s) by clicking on the Canvas Icon.  Family Canvas support: (add website here)
<b>Performance Matter</b>	 Performa...	Online assessment program.
<b>Sora by OverDrive</b>	 Sora, by OverDrive	Digital library that includes ebooks and audiobooks.  <a href="https://youtu.be/BpgJeMQZYk8">https://youtu.be/BpgJeMQZYk8</a>
<b>Read 180</b>		Reading program for previously identified students
<b>McGraw-Hill</b>		Geography for 8th grade

**Clever**



<https://clever.com/in/stafford/>

Single sign-on site to access applications.

<b>Brainpop</b>	The BrainPop logo, featuring the word "Brain" in blue and "POP" in white on a blue circular background, with "BrainPop" written below. BrainPop	Animated short videos on all content areas with additional resources to engage in content.
<b>Learning.com</b>	The Learning.com logo, featuring a colorful cartoon character and the text "LEARNING.COM DIGITAL LITERACY" and "Learning.com" below. Learning.com	Learning.com is a Digital Literacy application that assists K - 8 students in learning keyboarding and other digital literacy activities.
<b>Five Ponds Press (Social Studies Textbook)</b>	The Five Ponds Press logo, featuring a red square with a white circular graphic and the text "Five Ponds Press" below. Five Ponds Press	Access to digital social studies textbook for 6th grade US History and 7th grade Civics.  Hover over the red logo for user login information
<b>Big Ideas</b>	The Big Ideas Learning logo, featuring two overlapping diamonds (one green, one blue) and the text "BIG IDEAS LEARNING" below. BIG IDEAS LEARNING	Math program for all grade levels
<b>Code.org</b>	The Code.org logo, featuring a blue square with four black circles containing the letters C, O, D, and E, and the text "Code.org" below. Code.org	Introduction to computer science and coding for kids
<b>NWEA Map Skills</b>	The NWEA Map Skills logo, featuring the text "NWEA map SKILLS" with a blue graphic element above "map". NWEA map SKILLS	Online math assessment for all students
<b>Dreambox</b>	The DreamBox logo, featuring a stylized blue and green "d" shape and the text "DreamBox" below. DreamBox	Dreambox Learning: an individualized math program that can help to raise student achievement and better prepare children for future success.

<p><b>Renaissance Learning</b></p>		<p>Accelerated Reader a program where students take quizzes on books that they are reading to help monitor comprehension.</p>
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## Dreambox FAQs

<p><i>I find myself giving my child a lot of help in Dreambox</i></p>	<p>Remind them to use the help feature. The program is adaptive so it will adjust content based on student answers. If you are helping too much you might be encouraging it to display harder content.</p>
<p><i>How do I get my child on Dreambox?</i></p>	<p>Access through Clever</p>
<p><i>What are ways my student can be successful in Dreambox?</i></p>	<p style="text-align: center;"><b>Encourage These Healthy Habits for Success in DreamBox</b></p> <ol style="list-style-type: none"> <li>1 <b>Try every problem:</b> persist even when it is hard. ✓</li> <li>2 <b>Finish every lesson:</b> persevere instead of choosing another lesson. ✓</li> <li>3 <b>Utilize in-lesson support:</b> the feedback, hints, and help are created to assist you. ✓</li> <li>4 <b>Use headphones with volume on:</b> listen to the directions, assistance, and feedback. ✓</li> <li>5 <b>Work Independently:</b> don't let others do your work for you. ✓</li> </ol> 