






## Tech Support Hot Items for Parents

Additional resources can be found at <https://www.rpstech.org/parents.html>

<p><b>My child is unable to log into Google Classroom.</b></p> <p>Videos are <a href="#">here</a>.</p>	<div style="text-align: center;"> <h3>Logging into your Chromebook</h3> </div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p style="text-align: center;">Step 1</p>  <p>Connect the Chromebook to your home Wifi or hotspot. From the opening screen, click 'Sign in with a different account'</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p style="text-align: center;">Step 2</p>  <p>You will then be prompted to enter an email. You will enter your student ID number (without the first two zeros), then click 'Next'.</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p style="text-align: center;">Step 3</p>  <p>Then you will be prompted to enter your password.</p> </div> </div> <div style="text-align: center; margin-top: 10px;"> <h3>Chromebook Login Guide</h3>  </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td> <td colspan="5">Student ID #: 001234567 → 1234567@rvaschools.net</td> <td></td> </tr> <tr> <td style="text-align: center;">Username</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>@rvaschools.net</td> </tr> <tr> <td style="text-align: center;">Default Password</td> <td style="text-align: center;">First initial lowercase "Will - w"</td> <td style="text-align: center;">Last Initial uppercase "Smith- S"</td> <td style="text-align: center;">Birth Month 04</td> <td style="text-align: center;">Birth Day 05</td> <td style="text-align: center;">Birth Year 2019</td> <td></td> </tr> </table> <p style="font-size: small;">The default password will consist of the first initial of the student's first name in lower case + first initial of last name in upper case + date of birth with leading zeros. (Example: Will Smith - with birthday April 5, 2019 password would be wS04052019) In the case of a student with a hyphenated or multiple last names, the first last name will be used to generate the last name initial. For example, if the student's last name is Jane Brown-Smith and was born on April 5, 2010, their default password would be jB04052010.</p>		Student ID #: 001234567 → 1234567@rvaschools.net						Username						@rvaschools.net	Default Password	First initial lowercase "Will - w"	Last Initial uppercase "Smith- S"	Birth Month 04	Birth Day 05	Birth Year 2019	
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<p><b>My child is unable to join the Google Meet.</b></p> <p>Images are <a href="#">here</a>.</p>	<ol style="list-style-type: none"> <li>1. Click the meet link located in the banner in the Google Classroom.</li> <li>2. If that doesn't work, reach out to the teacher and request the student be invited back to the Meet session. You will then get an email invitation.</li> <li>3. <i>Still no luck?</i> Ask the teacher to provide the Meet code. You can go to <a href="https://meet.google.com">meet.google.com</a> and join a session by entering that code.</li> </ol>																					
<p><b>My child's laptop is not working.</b></p>	<ol style="list-style-type: none"> <li>1. <i>Try a hard reset.</i> To do a hard reset on Chromebook, first power off the Chromebook. Then press the arrow-in-a-circle key (refresh key) and keep this pressed while you power "on" the Chromebook. When you see the regular white screen come on, let go of the refresh key and have login as usual. This should reset the device. See picture here:             <div style="text-align: center; margin: 10px 0;">  <p style="font-size: large; font-weight: bold; color: yellow;">REFRESH      POWER</p> </div> </li> <li>2. If this doesn't work:             <ol style="list-style-type: none"> <li>a. explain the issue to the teacher</li> <li>b. Email the helpdesk at <a href="mailto:helpdesk@rvaschools.net">helpdesk@rvaschools.net</a></li> </ol> </li> <li>3. If the device is broken or lost, notify the school's administration team.</li> </ol>																					

**My child cannot access all resources on the tablet.**




Images are [here](#).

**RPS RICHMOND PUBLIC SCHOOLS** **Setting Up Your RPS Issued Tablet**

- ① If your tablet is powered off, press and hold the power button located on the right side of the device.
- ② Select an appropriate language then click the arrow to continue.
- ③ Accept all the **Terms and Conditions** by checking all items and then. Then click **Next**.
- ④ From the **Wi-Fi** screen, select a network then enter the password.

**My child cannot connect to the WiFi.**

Images are [here](#).

Hot Spot	Contact	How To Guide	Additional Information
 T-Mobile Coolpad Surf	Education Customer Care Team: 844-361-1310	<a href="#">T Mobile Hotspot Guide</a> <a href="#">T Mobile Hotspot Guide (Spanish)</a> Video Tutorial Link	There have been some instances with the device where the content filter will disable the hotspot if the APN isn't set to factory settings. The device just needs to be reset in order to restore the factory APN settings as follows: <b>Turn the device on and then hold the power and WPS button for 14 seconds. This resets everything and allows for normal use of the fast.L-mobile APN</b>
 Sprint LG Tribute Royal	844-361-1310	<a href="#">Sprint Hotspot Directions</a> <a href="#">Sprint Hotspot Directions (Spanish)</a>	Parents must create their own password to the for the Wi-Fi hotspot following the directions included to the left. The password must be at least 8 characters.
 Verizon SmartSpot 800 Kajeet		<a href="#">Smart Spot Verizon Guide</a> <a href="#">Smart Spot Verizon Guide</a>	1. Make sure the Kajeet SmartSpot® 4G LTE is turned on. 2. With the display on, press the power/menu button once to enter the menu (if the screen is off, press the power/menu button to exit