

FTCSC

FAQ for eLearning Days

What if the student's Chromebook is not working?

Students may use any other device to access web-based programs Kindergarten-5th grade Google Classroom and 6th-12th grades Canvas. If students have access to an electronic device that is able to access the internet, they can login to Google Classroom or Canvas and access Google Classroom or Canvas. If the student cannot find a way to complete the assignments, they should contact their teacher to inform them of the problem.

My child/student can not access YouTube videos or specific websites assigned by the teacher?

You will need to be logged into Google or Canvas with your (student) account for the system to receive the correct permissions.

Open Google Chrome (or compatible web browser)

Go to www.google.com

In the upper right hand corner, click sign-in

Login with the students Google account

Their login account is their email address (Ex: jd@ftstudent.org)

Their password is a five to eight digit number.

Once they have logged into Google, the student should now try to access the website or videos.

My child/student can not access wireless at home or location.

At times a device can not access the wireless access/router you have at home or at another location. We recommend to reboot the device which will reset the wireless connection. Also verify the correct login and password for the wireless router are entered.

My child does not have a device.

Students will have one week to turn in assignments. This will allow the student to use a district device to complete the assignments.

Can more than one student use or login on a Chromebook?

Yes, Chromebooks can have multiple user or login accounts on them.

My device is slow to connect to Google classroom or other websites.

We recommend to reboot the device to clear out the memory and reset the connections to the local wireless. Try connecting again to Google Classroom or Canvas.

Will Technology Support be available on eLearning Days?

Technology support will be available during eLearning days from 7:30AM-4:00PM

Technology Hotline: (317)803-5357

On Facebook, Twitter, or Instagram, use #FTelearn to tag any pictures of your virtual day experience!

Connectivity

FTCSC understands that there are limitations in being able to connect to a network. Students should stay home to learn. If there is a need to connect to a network outside of the home, there are many locations that provide free wifi.

Additional Information

1. Make sure to download all necessary documents or files before leaving school. That way you can access those documents anywhere, even if you don't have internet.
2. Get the free "Save to Google Drive" Google Chrome extension to help with saving various online content or images/screenshots to Drive. Extensions can be found on the Chrome Web Store. Access the store while on WiFi.
3. Tell your teacher as soon as possible if you do not have access to internet at home. Keep that channel of communication open as the school year progresses.
4. When you do have access to WiFi, whether that is at school -- before and after school, during study hall -- or at a relative's house, use that time wisely to access school work and content, complete assignments, and turn in something.

Offline Access

You must use the app to have offline access on Chromebooks. Reminder: Google Classroom cannot be accessed if offline, so all files must be opened and saved to Google Drive, Docs, Sheets, or Slides before leaving school.

For Chromebooks Only: Login to your Chromebook offline:

Login to your Chromebook without internet access.

1. A box will pop up that says "Network not available."
2. At the bottom of that box, click on the sentence, "If you've already registered on this device, you can sign in as an existing user."

For all devices: Access downloaded content offline:

Students are able to access their local files that have been downloaded to their computers. For example, a teacher sends you a PDF file of an article that you are to read and respond to for homework. You can make sure that you download that file **WHILE CONNECTED TO WIFI** (*example, while at school.*) , so that it is on your device.

Access/edit documents in your Google Drive offline:

Students have the ability to access (view, read) and even edit (type, make changes to) certain Google Drive documents while offline.

1. Make sure your Drive is set-up to work offline.
Go to your Drive (**WHILE CONNECTED TO WIFI**). Click on the settings wheel in the top right. Choose "settings." Now check the box that says, "Sync Google Docs, Sheets, Slides & Drawings..."
2. Now you can access your Drive items (Docs, Sheets, Slides, and Drawings) by finding your Drive app in the launcher (bottom left corner, magnifying lens).