

# Home Learning Tech Help



- These are some simple steps that can help anyone having trouble with their technology while they're at home.
- If these steps don't work for you, the Technology help desk is available during normal school days from 8:00am – 3:30pm. They are available during eLearning Days from 8:45am – 11:00am and 1:00pm - 3:00pm. You can call 317-878-2170 or you can email [helpticket@nhj.k12.in.us](mailto:helpticket@nhj.k12.in.us)

# Chromebooks



- How do I fully restart my Chromebook?
  - Completely power down your Chromebook by holding down the power button until the power light turns off. After it is out, make sure your Chromebook is plugged in to your school issued charger. Then, hold down the power button until the light comes back on. Most issues users experience can be fixed by fully restarting their Chromebook.
- How do we access our home wireless?
  - Ensure that the wireless is turned on by clicking the wireless button in the lower right hand corner of the screen. If it is turned on, then you should see a list of nearby wireless networks. Choose your home network's name and enter the password. If your home network doesn't appear, then fully restart your Chromebook and try again if other people in your house are able to connect to the wifi network successfully. After restarting, re-enter the password to your wifi network.

# Classwork



- What do I do if my student cannot access the video or webpage their teacher assigned them?
  - Contact your student's teacher and let them know the specific website or video you can't access. They will be able to ensure that it gets un-blocked in a timely manner.
- What do I do if I cannot log into Canvas, Google Classroom, or Infinite Campus?
  - If you're able to navigate to other webpages, but you are unable to log into one of the classroom apps, then reach out to the Technology Help Desk and we'll assist you.