

# Helping Students with Technology Issues

Students may not know how to describe their problems with technology. These "leading questions" may help you help them.



## Ask students...

Does your device have power? Is it charged or plugged in?

Do you have/see a wireless signal?

What do you see on your screen?

Do you see an error message?

How does your device respond when you hit "enter"?

## ACCESS

## CLASSLINK

## Ask Students...

Where are you logging in?  
myclasslink.com/chino

Did you use your district username or your full email as your username ? (should be just username)

If you are on a home computer, did you add the ClassLink Chrome extension?

If an app is "not working"...Which app? What happens when it is clicked?

Do you know how to change your stored username and password for your ClassLink apps?



Google Classroom™

## Ask Students...

Have you already joined your teacher's

Do you have a Join Code?  
(click + in Google Classroom dashboard and enter it)

What screen are you in?  
Stream, Classwork, People?

What is the error message?

Are you in your district account? or personal acct?

## APPS

## GOOGLE CLASSROOM

## Ask Students...

Are you in your district or personal Google account?

What app do you want to use? What happens when you try to open it? Is there an error message?

Have you used this app before?

Does somebody else use this device? Are they already logged in?

## Resources....

On the district website find an FAQ area for Parents and Students (Departments > Assessment & Instructional Technology > Distance Learning - Resources and FAQs)

Community Support Hotline  
(909) 628-1202, ext 1080

Community Support email  
CommunitySupport@chino.k12.ca.us

Best wishes for learning!