Chromebook Help

This slideshow is designed to help students and teachers with common Chromebook and school-related technology issues. If you feel that something should be added or is no longer correct, contact your librarians.

Information to access programs- Keep this info secure.

1. Your ten-digit student number may be needed for *some* of the programs teachers use. Your ten-digit number should begin 19…….. or 20…….. Teachers can provide this info from PowerSchools.
2. Your email address will be used to sign in to *most* school programs and your school device. It is made up of your first, middle, and last initial; the last 6 digits of your ten-digit student number; and **@stu.mcpss.com**. Example: CAT345678@stu.mcpss.com
3. Your password will be your first initial capitalized; your last initial lowercase; and your date of birth in an eight digit pattern- MMDDYYYY Example: 05212006 for May 21, 2006

Example of student with a First, Middle, and Last name.
John Charles Doe   1945378532
DOB: Jan. 15, 2013

1. Student number: **1945378532**
2. Email/Login: **JCD378532@stu.mcpss.com**
3. Password: **Jd01152013**

Example of student with a First and Last name only.
Jane Doe   2078645312
DOB: October 6, 2011

1. Student number: **2078645312**
2. Email/Login: **JD645312@stu.mcpss.com**
3. Password: **Jd10062011**

Which network should my Chromebook be on?

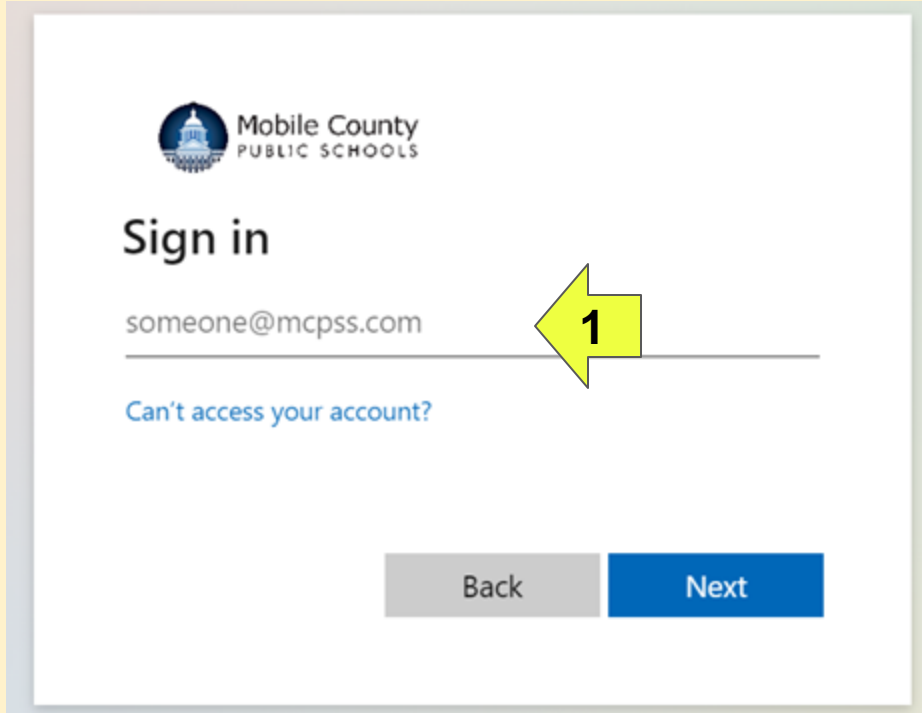Chromebooks should be connected to the MDM_Device Network while at school.

If the device will only connect to the DeviceSetup Network, you may need to complete the setup process before connecting to the MDM_Device Network.

1. Click on the DeviceSetup Network.

1. Type in EnrollDevice (capitalize 'E' and 'D' and do not put a space between the words).

1. You will then be prompted to complete the sign-in process as it moves over to the MDM Network.

Chromebooks use the MDM Network
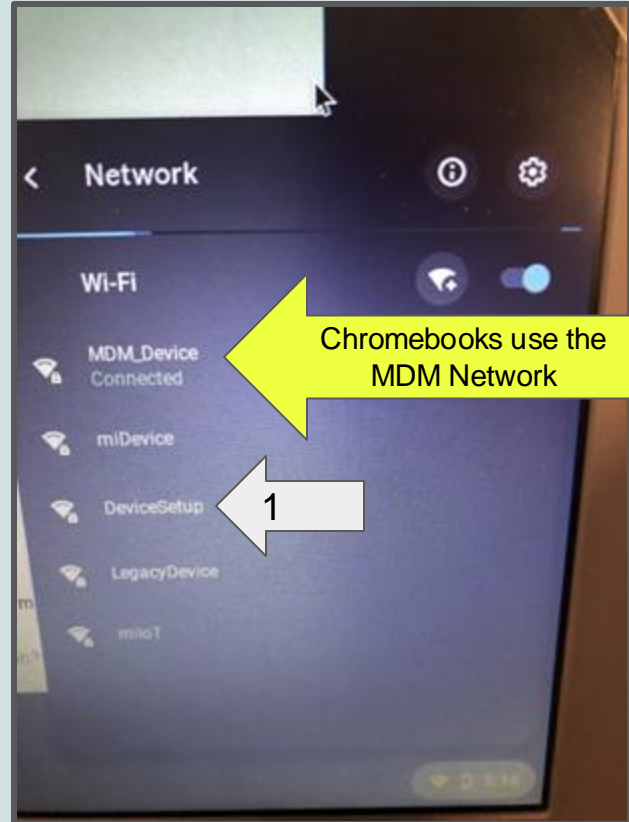
Verifying that you are an MCPSS user…

1. Sign in using your email address. Do not forget **@stu.mcpss.com** after your username.
2. Type your password on the next screen.
3. When prompted with "More information required", click next. See next slide about Authentication methods.
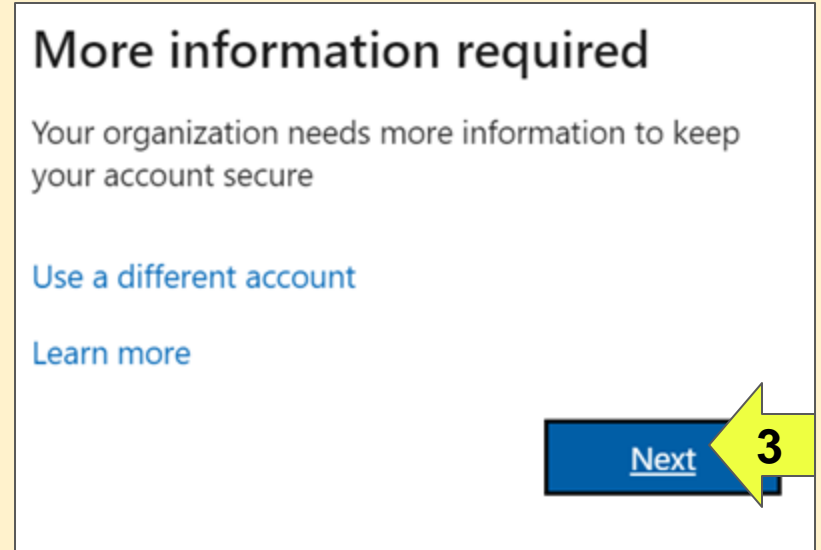
Authentication Methods

*When you are prompted with this screen,
1. Choose "I want to set up a different method."
2. Choose Security Questions and complete the process.

-Remember to choose 3 questions that have only one-word answers and those answers will never change. Example: If prompted with the question- What is your favorite color, light blue is not a good option. Choose blue instead.

-Helpful hint: ALWAYS capitalize the first letter of your answers (Blue) or NEVER capitalize your answers (blue). Answers will be case sensitive.

Click SAVE Answers and then click FINISH.

1

2 Choose Security Questions

Do **NOT** choose phone or email options
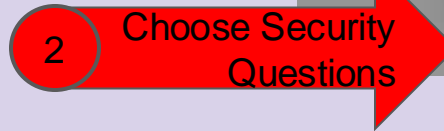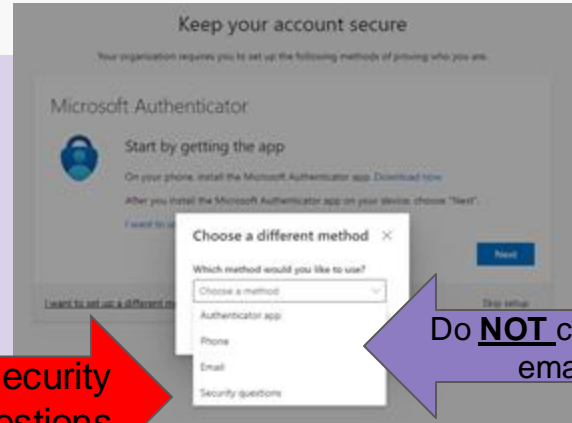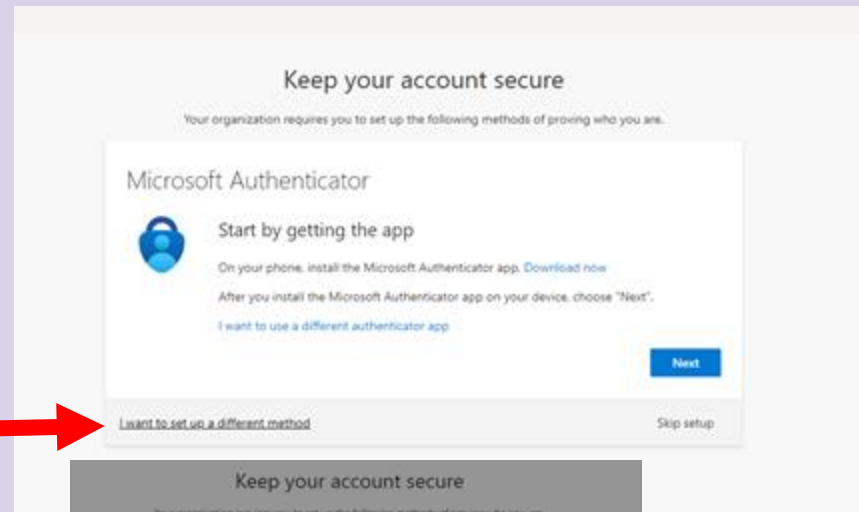
******See next slide if you are being asked to authenticate using an old phone number.

What do you need to do if your computer is asking you to text or call an old number to authenticate?

You or your teacher can send an email to Ms. Pearce (apearce@mcpss.com) or Ms. Smith (tsmith6@mcpss.com) to have your account reset. Please put "Reset Authentication" in the subject line and the body of your message. Include your First and Last Name as well as your grade level. We will send you a message to refresh and then you will do the steps in the previous slide- Authentication Methods.

If you do not have access to the number listed during this step, do the step listed above and then the steps on the Authentication Methods Page.
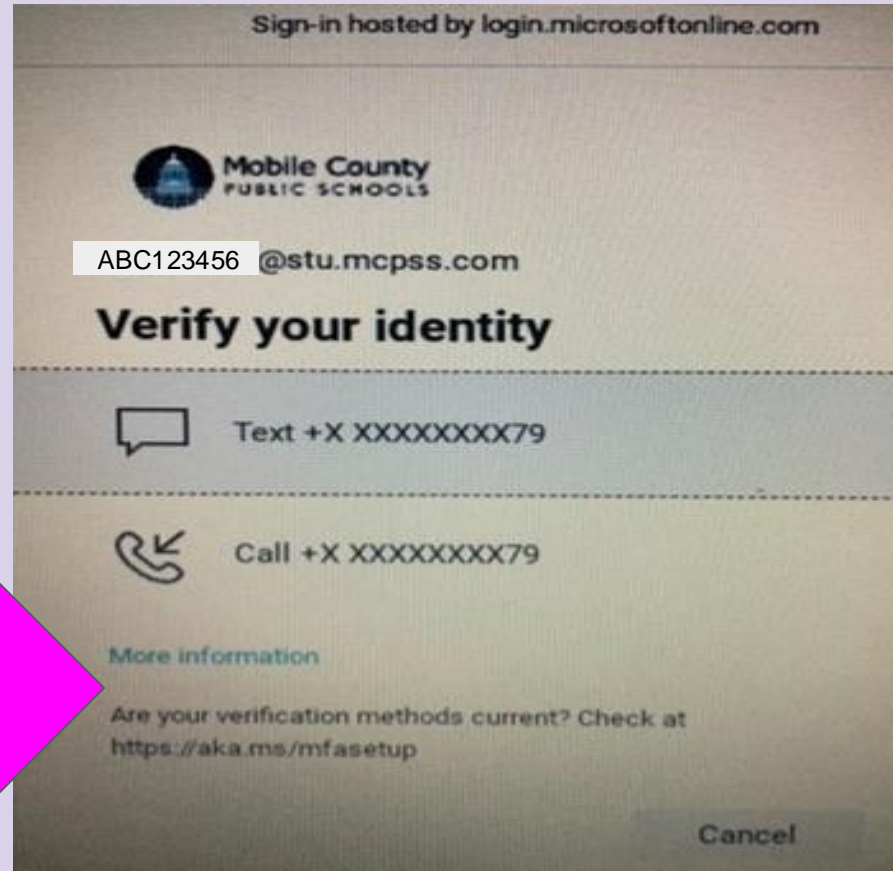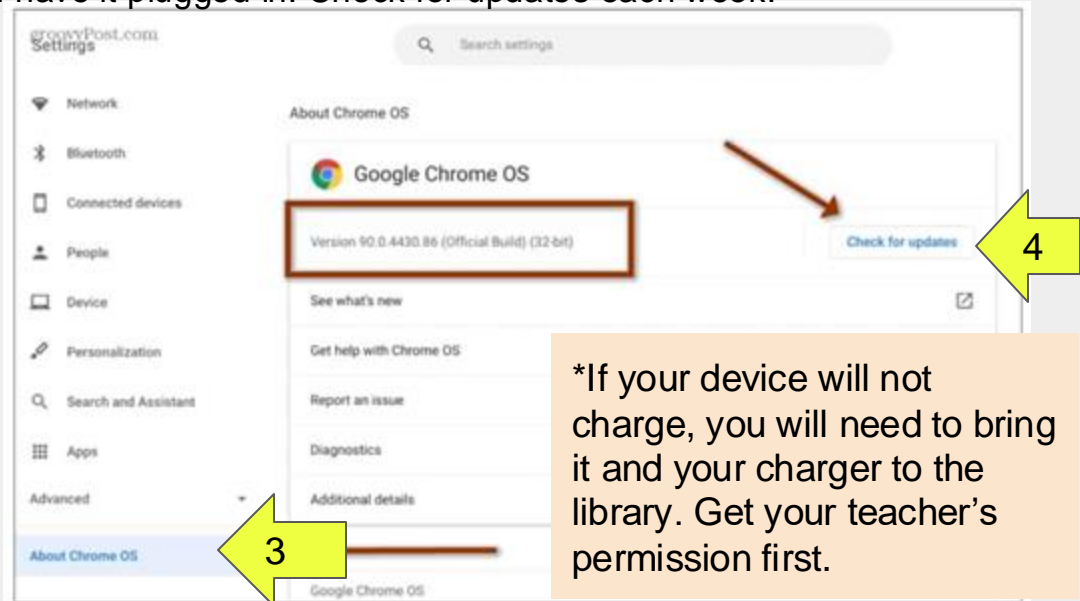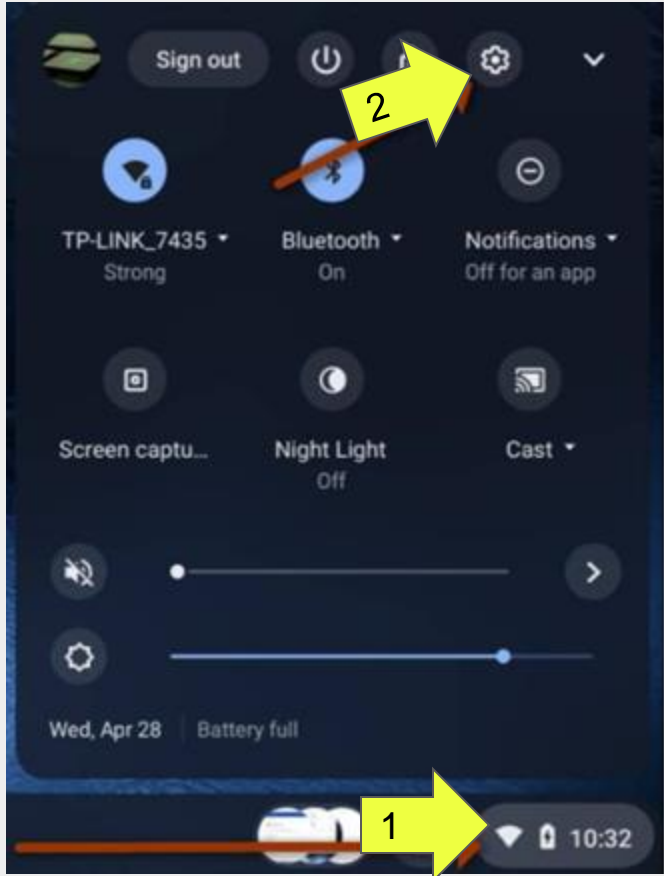
When a Chrome OS Update notification comes through, click the restart button to complete.

If functions stop working on the Chromebook, do a forced update.
1. Click the clock on the bottom right of your device.
2. Click the settings gear.
3. Click *About Chrome OS*- bottom on far left.
4. Click *Check for Updates* and then click *Restart* once the updates load.

*Failure to do updates will cause your device to stop charging although you have it plugged in. Check for updates each week.


Sign out

TP-LINK_7435 •
Strong

Bluetooth •
On

Notifications •
Off for an app

Screen captu...

Night Light
Off

Cast •

Wed, Apr 28   Battery full

1   ▼ 🔋 10:32

2

groovyPost.com
Settings   Q   Search settings

Network   About Chrome OS

Bluetooth

Connected devices   🔵 Google Chrome OS

People   Version 90.0.4430.86 (Official Build) (32-bit)   Check for updates   4

Device   See what's new

Personalization   Get help with Chrome OS

Search and Assistant   Report an issue

Apps   Diagnostics

Advanced   ▾   Additional details

About Chrome OS   3

Google Chrome OS

*If your device will not charge, you will need to bring it and your charger to the library. Get your teacher's permission first.
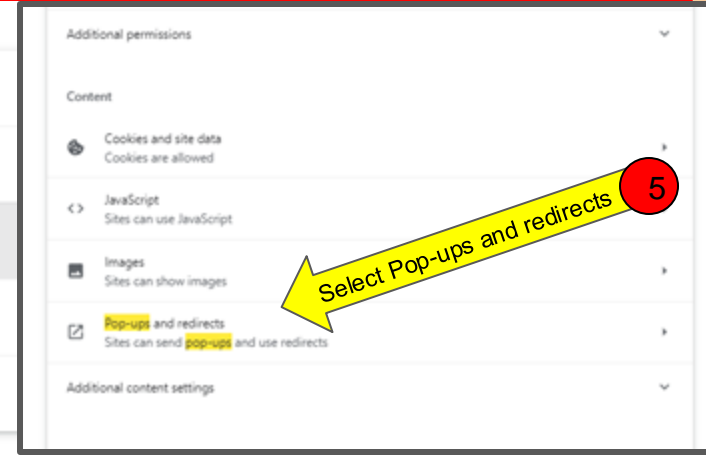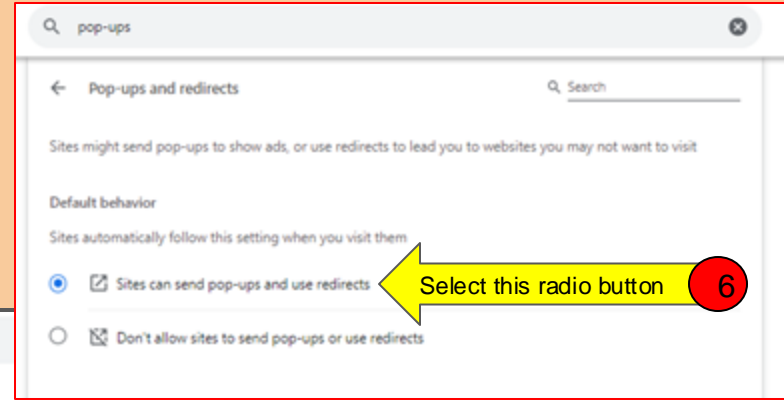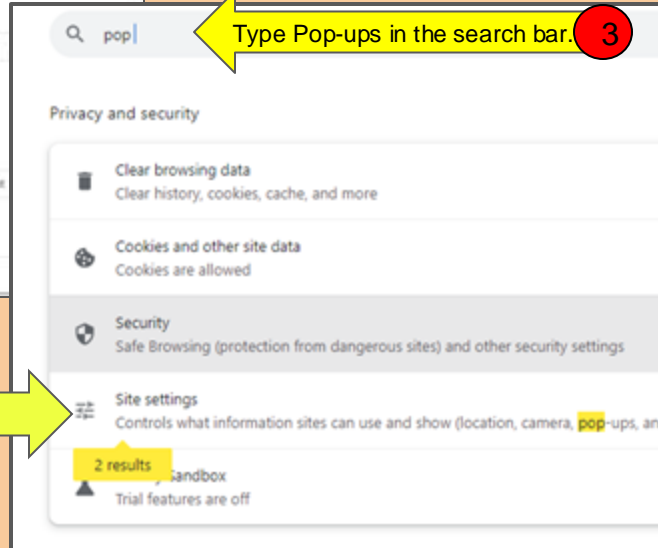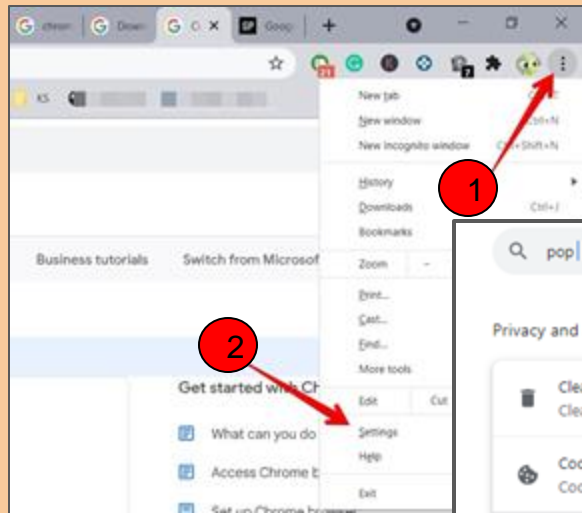
How to ALLOW COOKIES:

If you are having problems loading programs or pages from your teacher: Update your Cookie settings.

1. Click the ellipsis (AKA kebab) in the top right of a CHROME tab.
2. Click "Settings."
3. Type "cookies" in the search bar and select "Cookies and other site data."
4. Select the radio button "Allow all cookies."
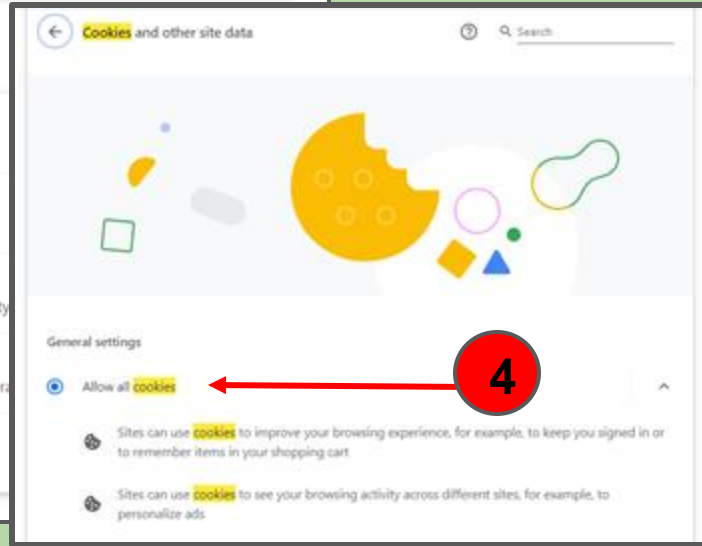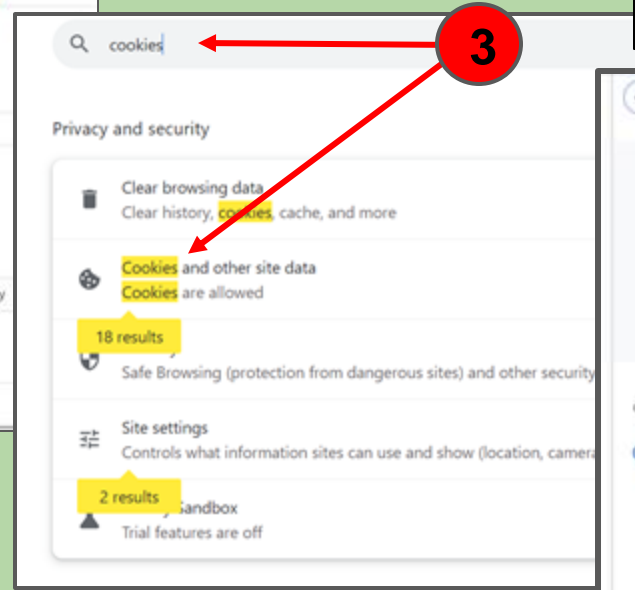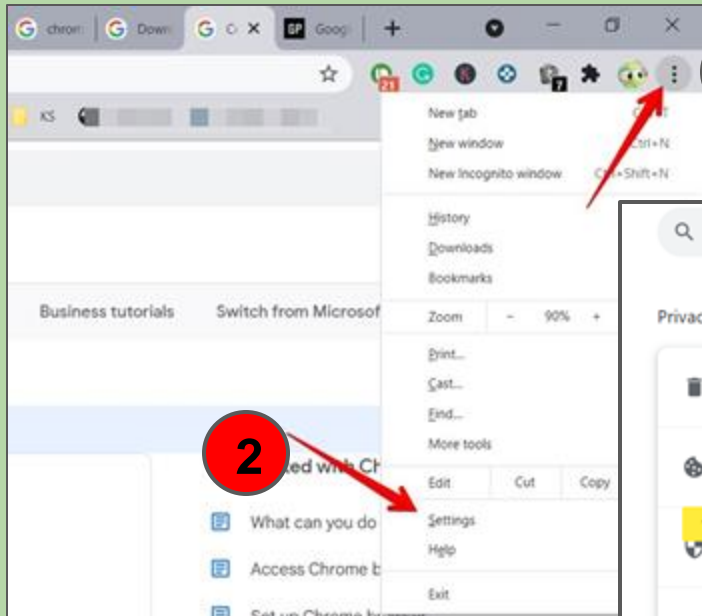
Change settings to **ALLOW pop-ups and redirects:**

1. Click the ellipsis (AKA kebab) in the top right of a CHROME tab.
2. Click "Settings".
3. Type "Pop-ups" in the search bar.

4. Select the "Site settings" section.
5. Select the "Pop-ups and redirects" section.
6. Select the "Sites can send pop-ups and use redirects" radio button.

1

2

3 Type Pop-ups in the search bar.

4 Select Site Settings

5 Select Pop-ups and redirects

6 Select this radio button

pop-ups

← Pop-ups and redirects   🔍 Search

Sites might send pop-ups to show ads, or use redirects to lead you to websites you may not want to visit

Default behavior

Sites automatically follow this setting when you visit them

○ 🗗 Sites can send pop-ups and use redirects

○ 🚫 Don't allow sites to send pop-ups or use redirects

🔍 pop|

Privacy and security

🗑 Clear browsing data
Clear history, cookies, cache, and more

🍪 Cookies and other site data
Cookies are allowed

🛡 Security
Safe Browsing (protection from dangerous sites) and other security settings

⚏ Site settings
Controls what information sites can use and show (location, camera, **pop**-ups, and more)

2 results

▲ ...Sandbox
Trial features are off

Additional permissions   ⌄

Content

🍪 Cookies and site data
Cookies are allowed

<> JavaScript
Sites can use JavaScript

🖼 Images
Sites can show images

🗗 Pop-ups and redirects
Sites can send **pop-ups** and use redirects

Additional content settings   ⌄

Logging in to MCPSS Clever to access programs

1. Go to mgmvikings.com
2. Click the "C" to access Clever (just under the school address).
3. Login with Active Directory. You may need your username/email and password to complete the login.

mgmvikings.com **1**

Mary G. Montgomery High School

4275 Snow Road, Semmes, AL 36575
251-221-3153 or 251-221-3154

alex

C **2**

Mobile County Public Schools

Not your district?

Hints for logging in with Active Directory

Username hint:
Login using Microsoft 365 Services - should not require name and password.

Log in with Active Directory **3**

Having trouble?

Contact CoronaResponse@mcpss.com

Or get help logging in

Clever

Clever Badge log in

Using Clever to access programs ensures that you are in the MCPSS portal.

Scroll down the page and click the heart on frequently used programs to move them to the top of your Clever page.
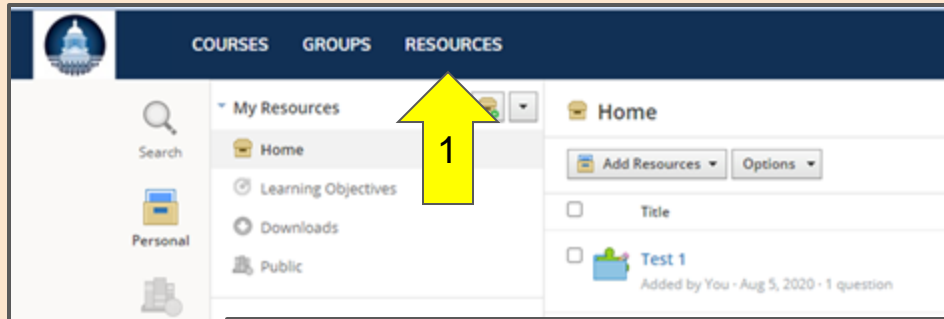
Connecting your **Google Drive** in your Schoology Account-
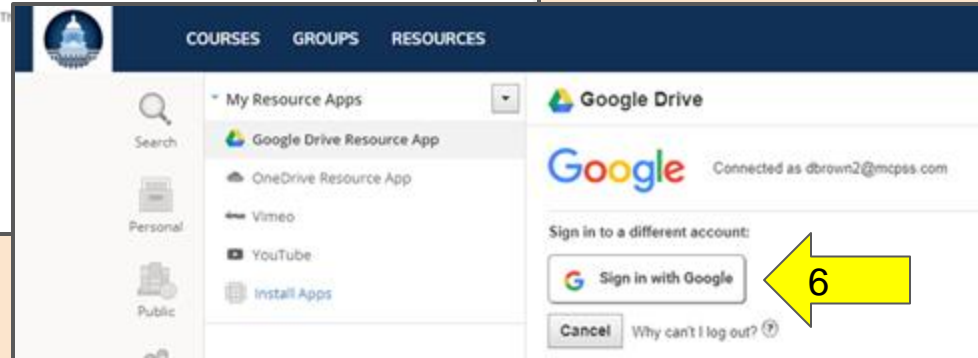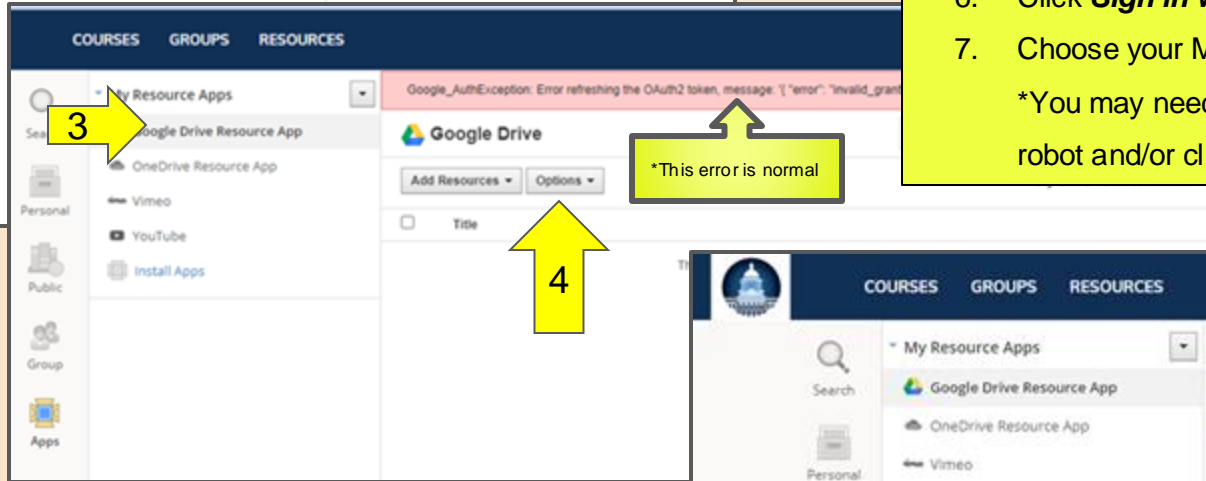
1. Click *Resources* on your menu bar.
2. Click *Apps*.
3. Click *Google Drive Resource App.*
4. Click the *Options* dropdown menu.
5. Click *Account Settings* from the dropdown*.*
6. Click *Sign in with Google.*
7. Choose your MCPSS account and *ALLOW*.

   *You may need to verify that you are not a robot and/or click a series of pictures.

*This error is normal

Connecting your **OneDrive** in your Schoology Account-

1. Click *Resources* on your menu bar.

2. Click *Apps*.

3. Click *OneDrive Resource App.*

4. Click the *Authorize* button.

   *You may need to verify that you are not a robot and/or click a series of pictures.

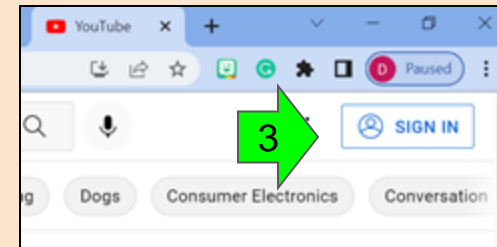# Accept the **YouTube** Policy in your Schoology Account-
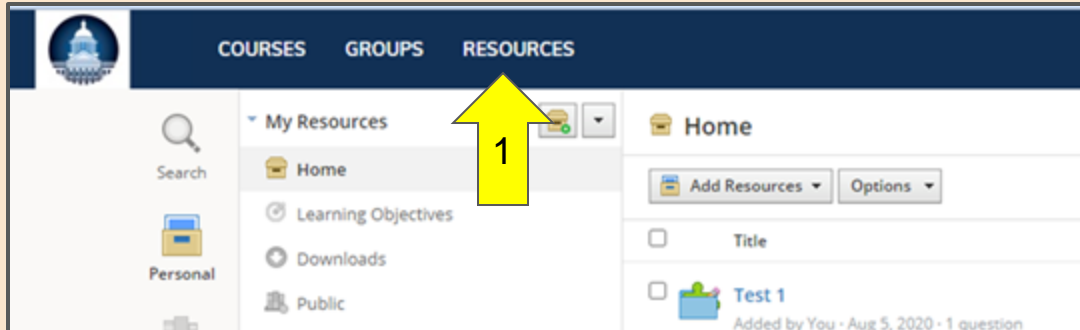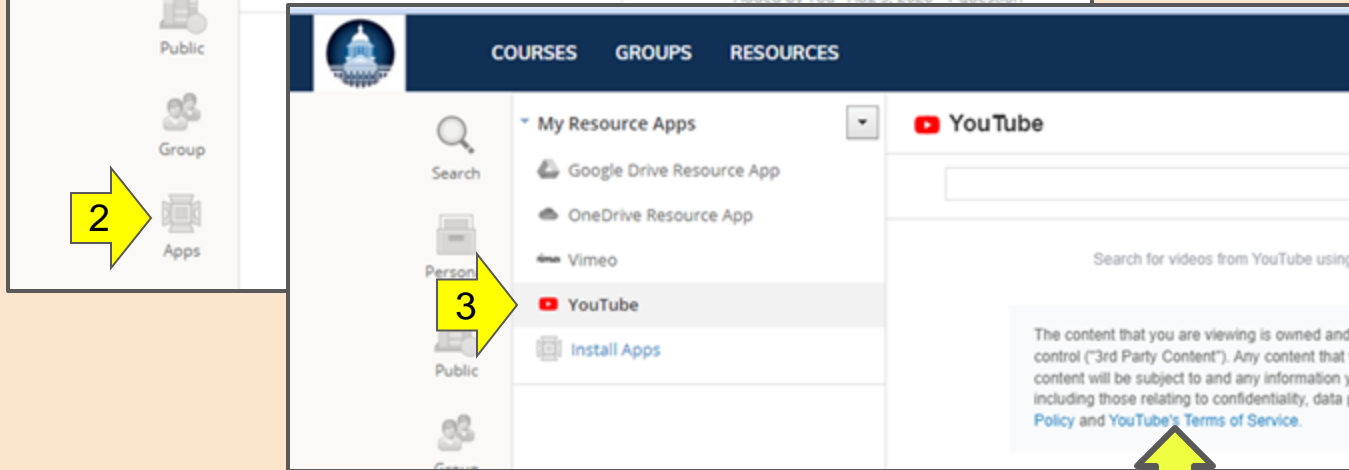
Still having problems seeing videos in Schoology?
1. Open a new tab in your browser.
2. Go to Youtube.com.
3. Sign in using your MCPSS credentials.
4. Go back to Schoology.

Look HERE for a button to accept their policy

Parental Access to Schoology

1. Go to mgmvikings.com.
2. Click "Schoology Parent Account" from the top menu.
3. Click the link to http://app.schoology.com.
4. Click "Forgot your password"
5. You must use the email account that registered the student online.
6. Check the email account for a link to reset the password.
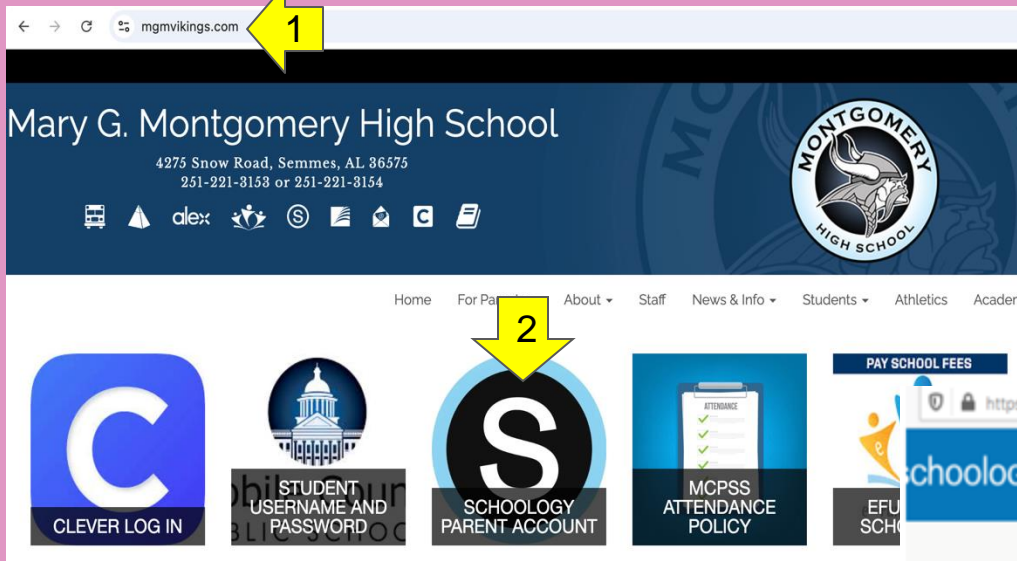
If the device will not charge or turn on, try these steps before coming to the library…

1. Plug in device.
2. Hold down the ESC and REFRESH buttons and press the POWER button.
3. If the screen comes on with an error message that says to insert a scan drive, press the POWER button to turn off the device. Wait 10 seconds.th
4. Turn the device back on.
   - 👍 -If this process does allow your screen to turn back on, it is imperative that you check to see if your computer needs an "UPDATE". Use the steps to update your CHROME OS.
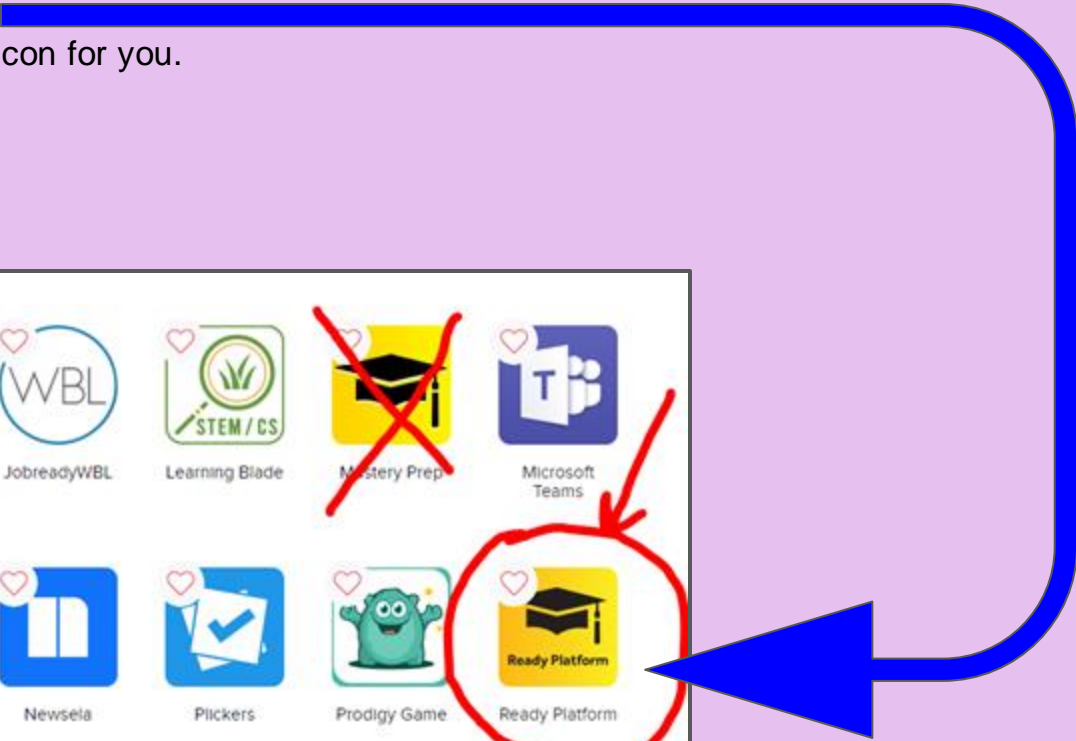   - 👎 -If this process does not allow your screen to turn on, leave your computer plugged in for 10-15 minutes, repeat steps 1-4 above. If the second time still does not work, you will need to bring the device and your charging cord to the library for assistance.

REFRESH

ESC
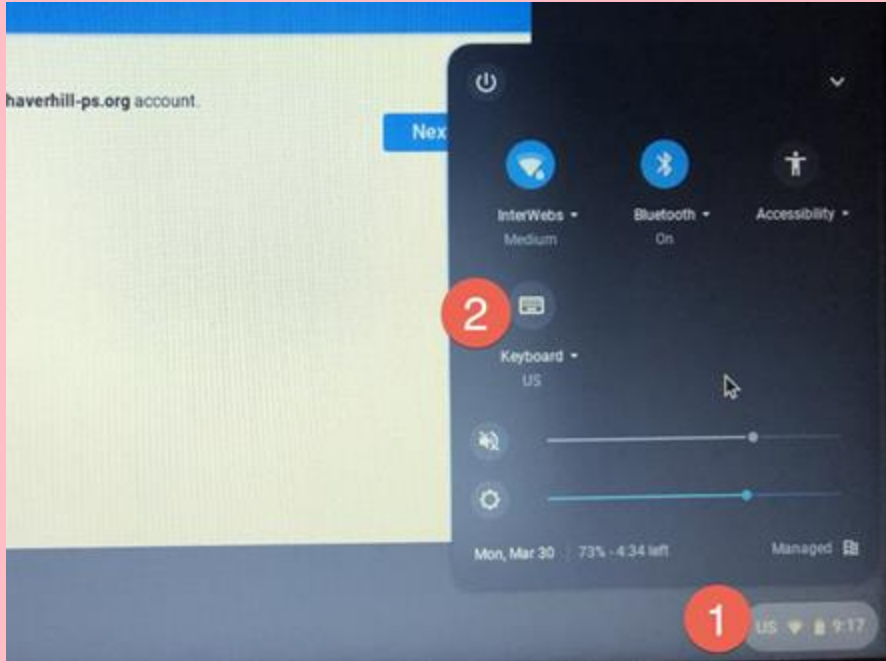
POWER
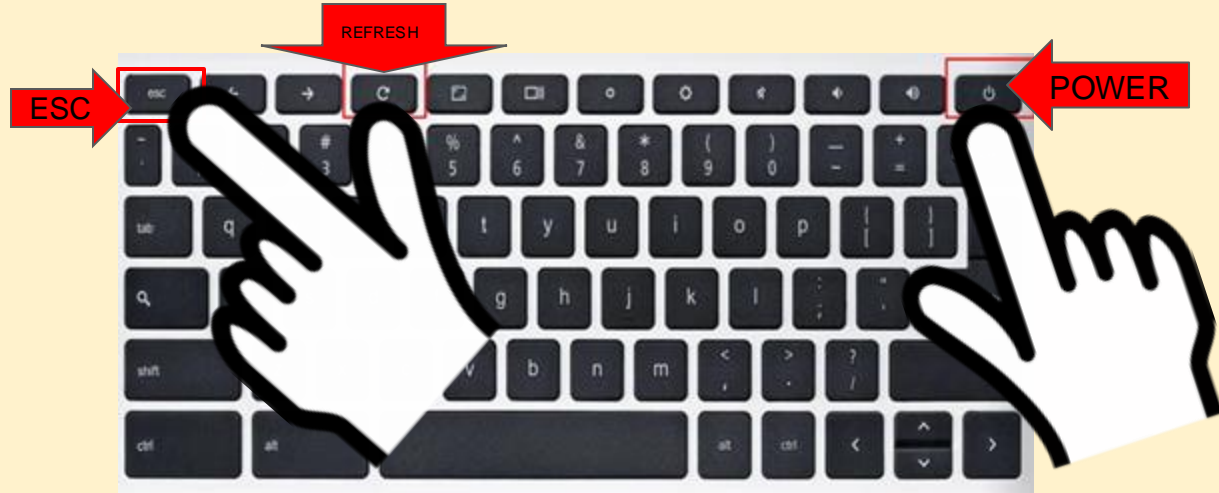
Trouble signing into Mastery Prep?

Check the following:

1. Use CLEVER to access Mastery Prep Program.
2. Click the icon that says "Ready Platform."
   The Mastery Prep icon is ***not*** the correct icon for you.
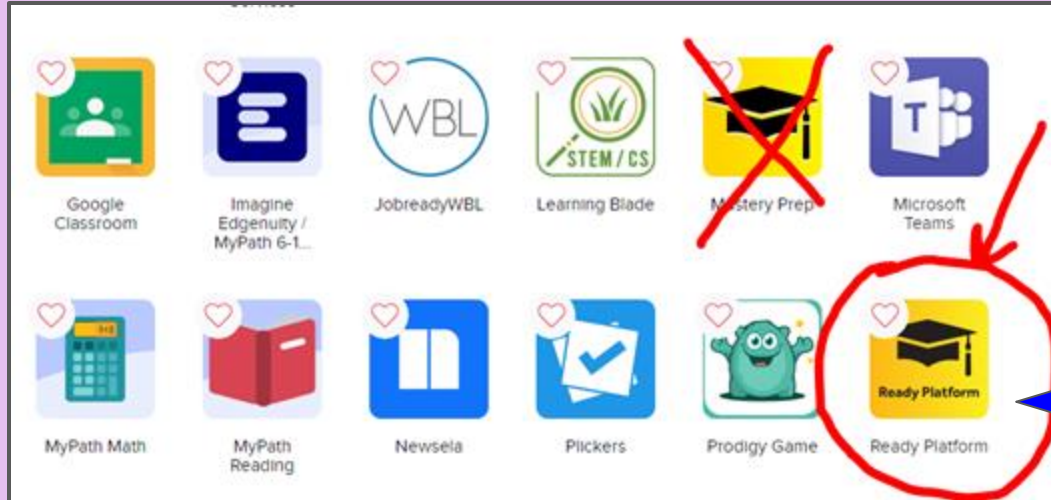
Chromebook Language/Keyboard

If the keyboard is typing in a different language, or adding symbols, check this. Should be US.

Other Chromebook Keyboard information -

https://support.google.com/chromebook/answer/1047364?hl=en