

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

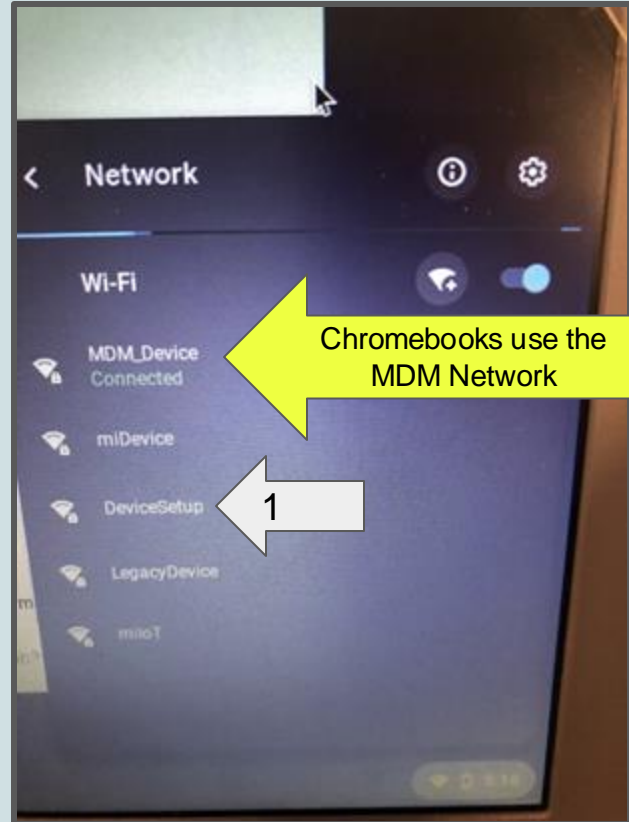
1. Student number: **2078645312**
2. Email/Login: **JD645312@stu.mcpss.com**
3. Password: **Jd10062011**

Which network should my Chromebook be on?

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

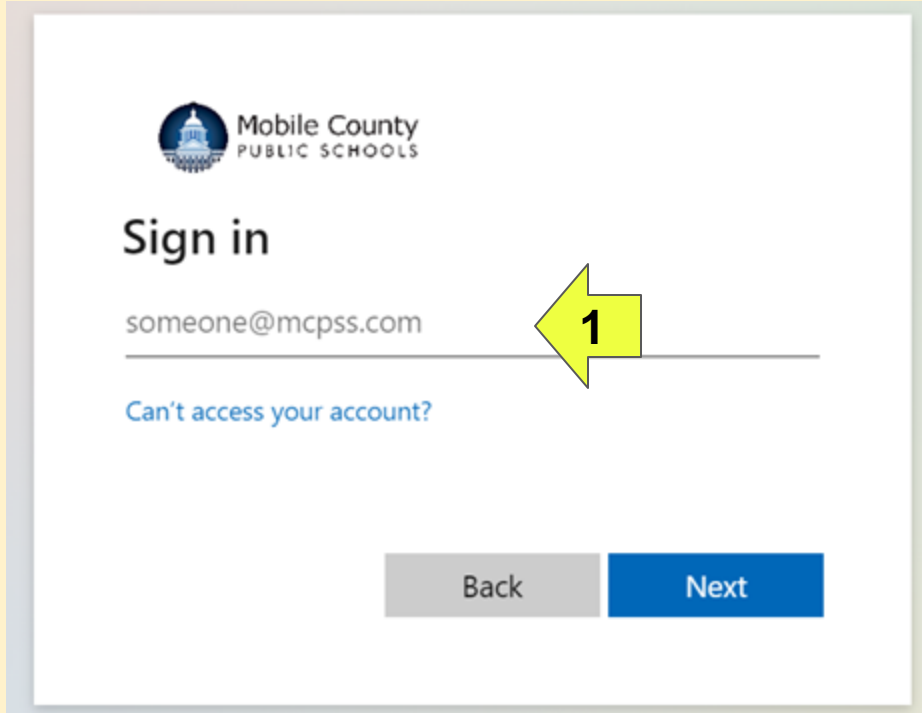
If the device will only connect to the DeviceSetup Network, you may need to complete the setup process before connecting to the MDM_Device Network.


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.



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.



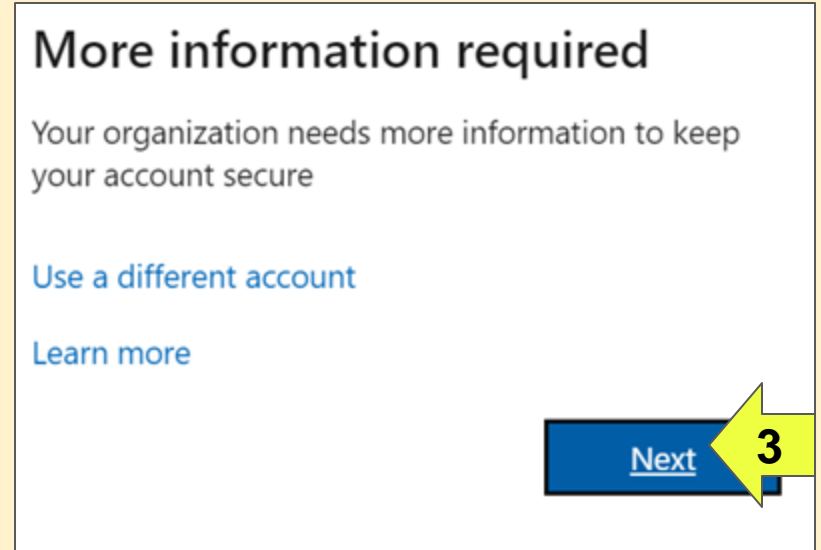
 Mobile County
PUBLIC SCHOOLS

Sign in

someone@mcpss.com

[Can't access your account?](#)

[Back](#) [Next](#)



More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

Authentication Methods

*When you are prompted with this screen,

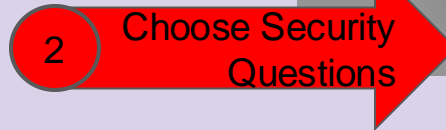
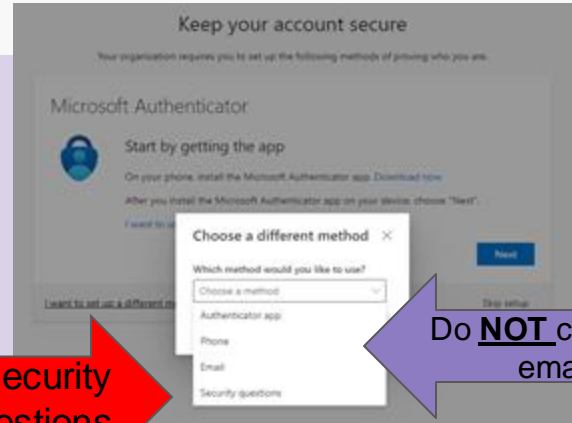
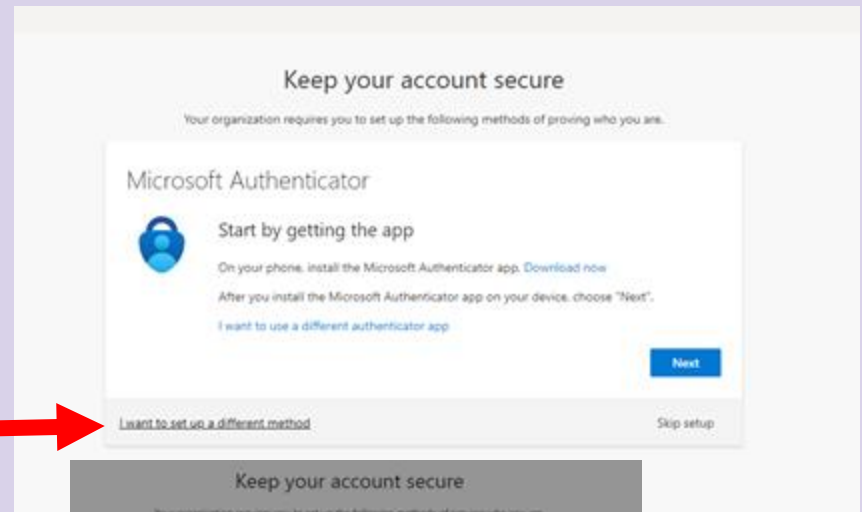
1. Choose “I want to set up a different method.”
2. Choose Security Questions and complete the process.

-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.

*****See next slide if you are being asked to authenticate using an old phone number.

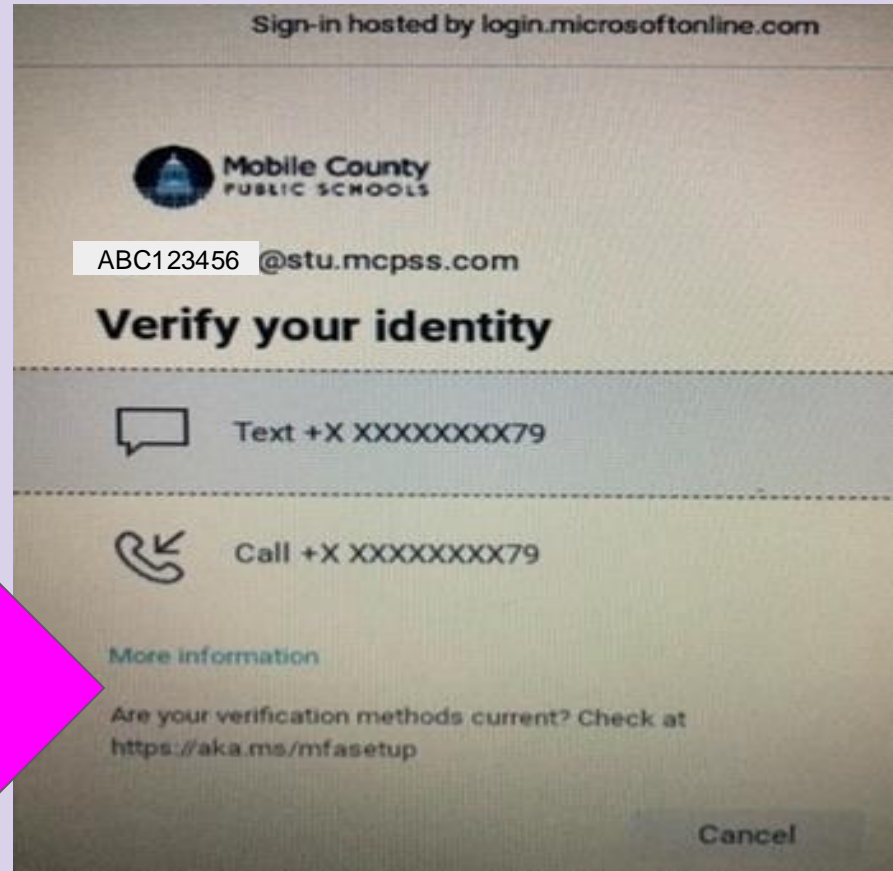


Do **NOT** choose phone or email options

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](#).

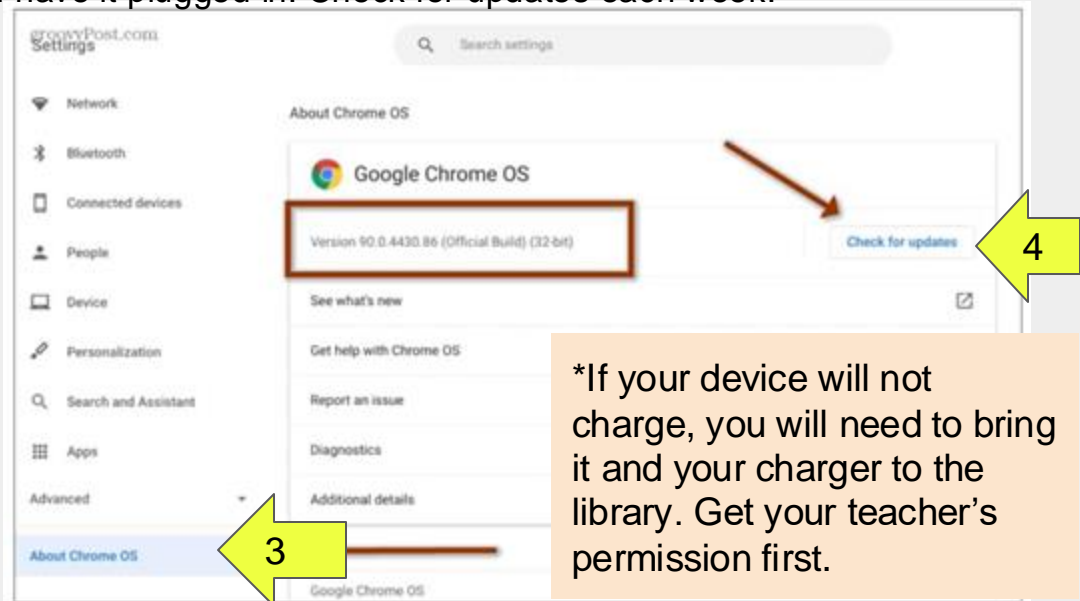
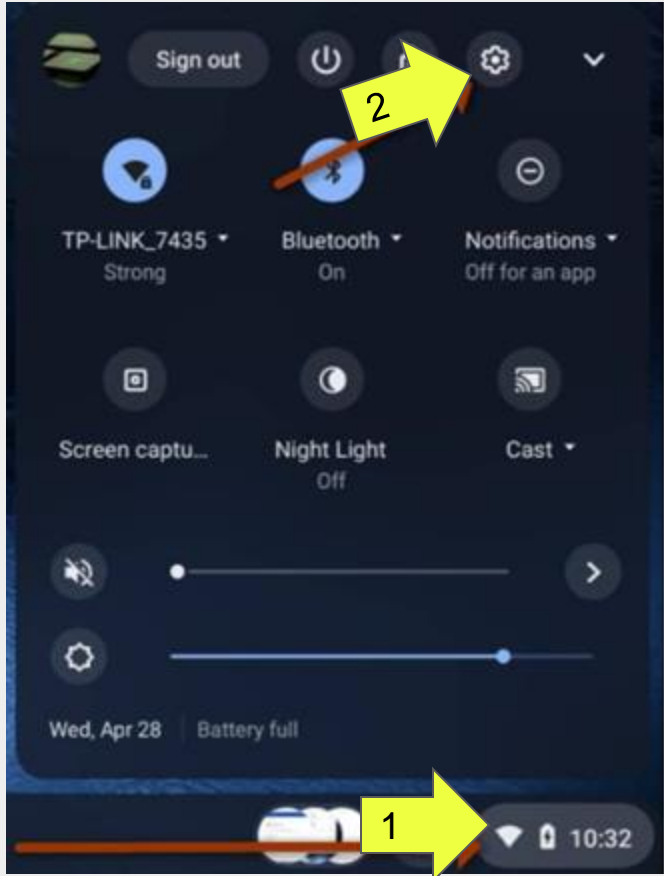


When a Chrome OS Update notification comes through, click the restart button to complete.

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.

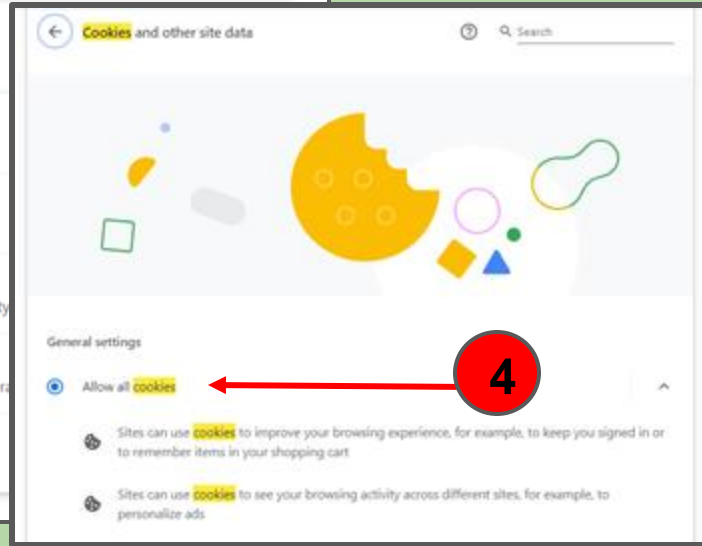
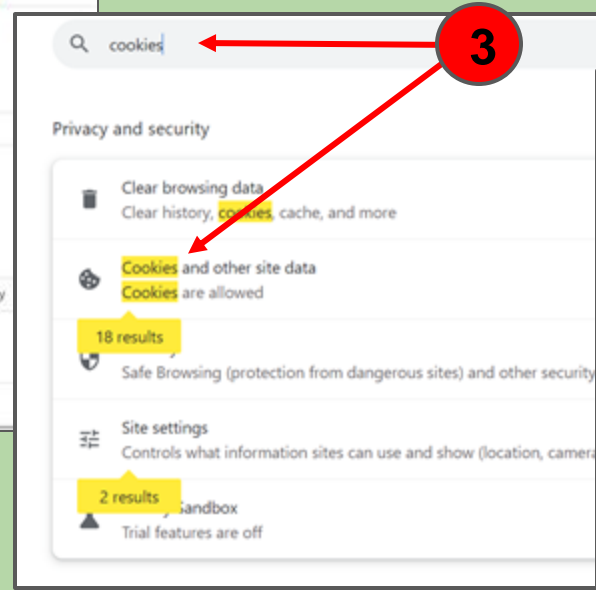
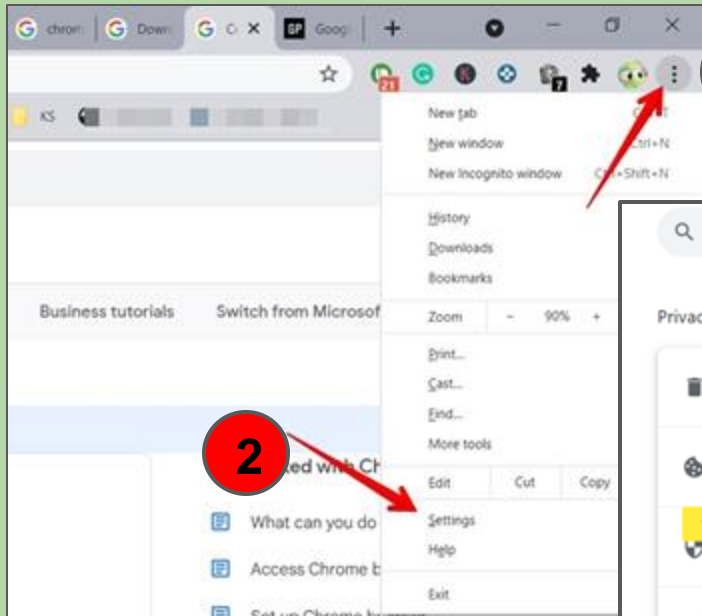


*If your device will not charge, you will need to bring it and your charger to the library. Get your teacher's permission first.

How to ALLOW COOKIES:

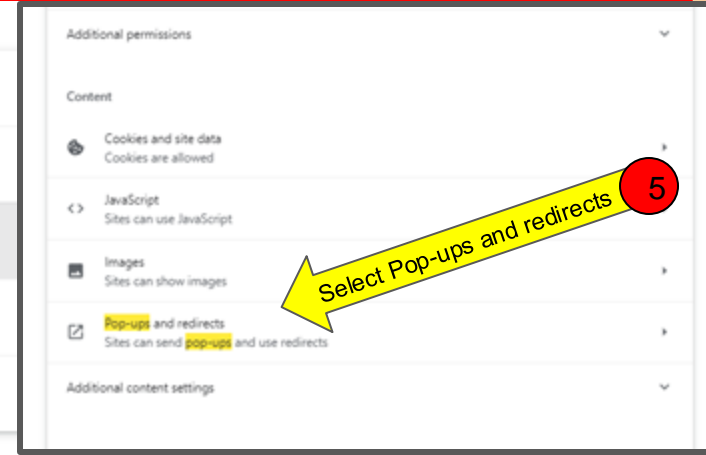
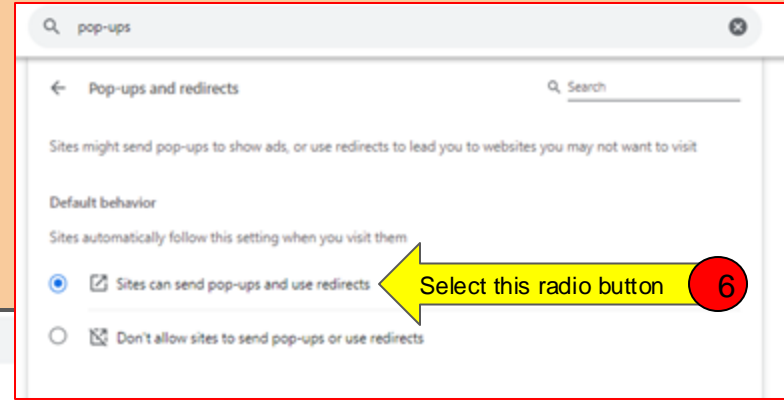
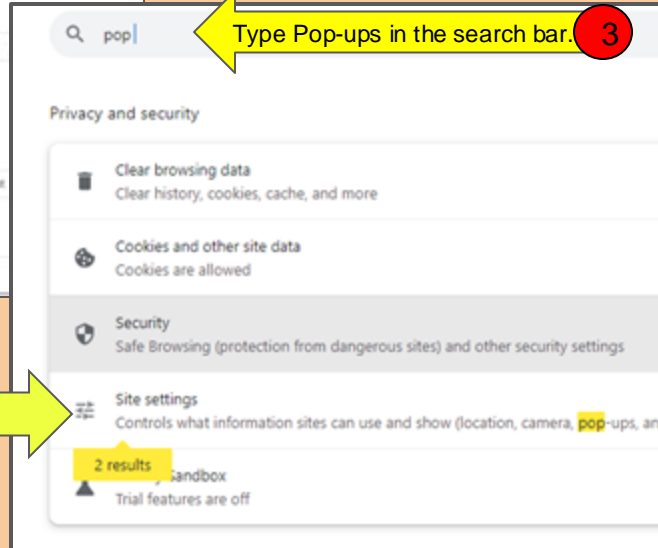
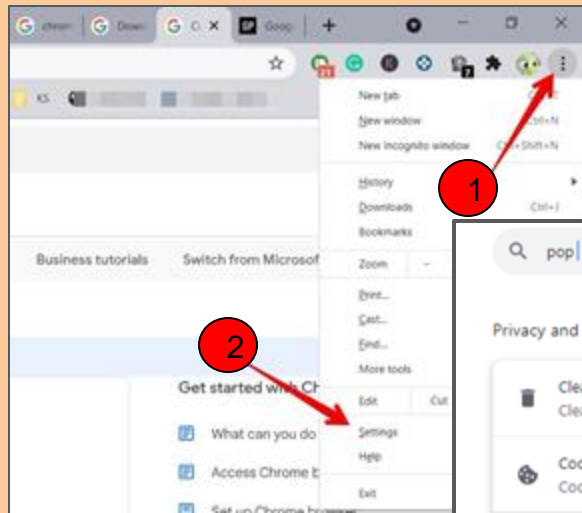
If you are having problems loading programs or pages from your teacher:
Update your Cookie settings.

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.

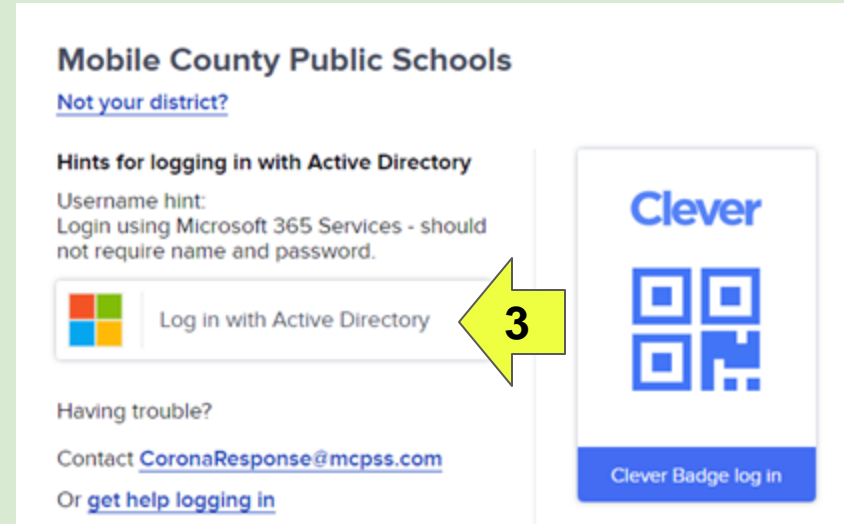
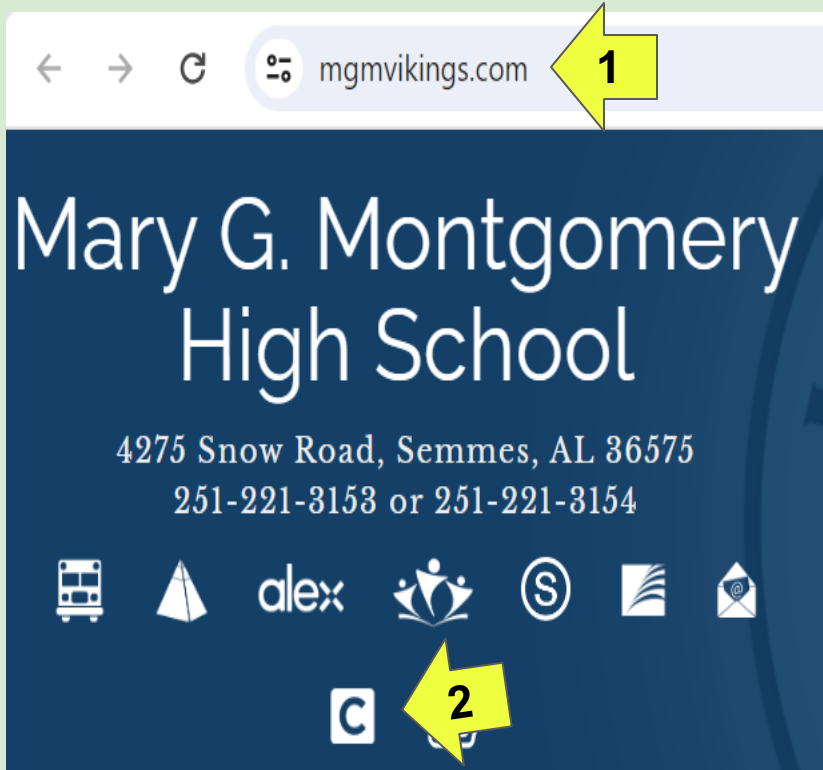


4 Select Site Settings

Select Pop-ups and redirects

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.



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.

Clever Mobile County Public Schools

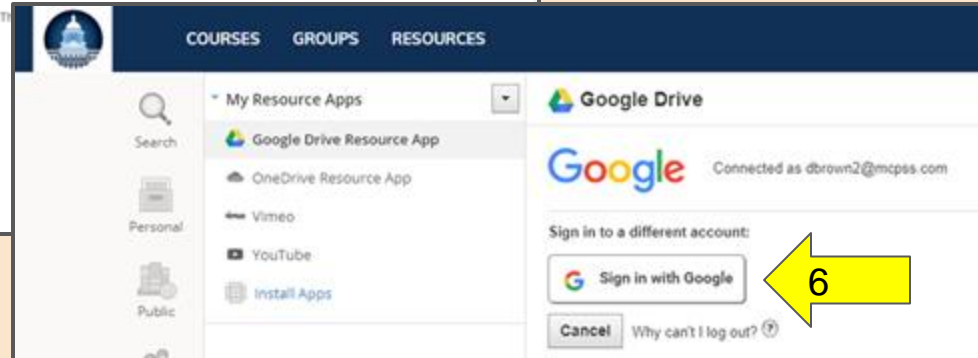
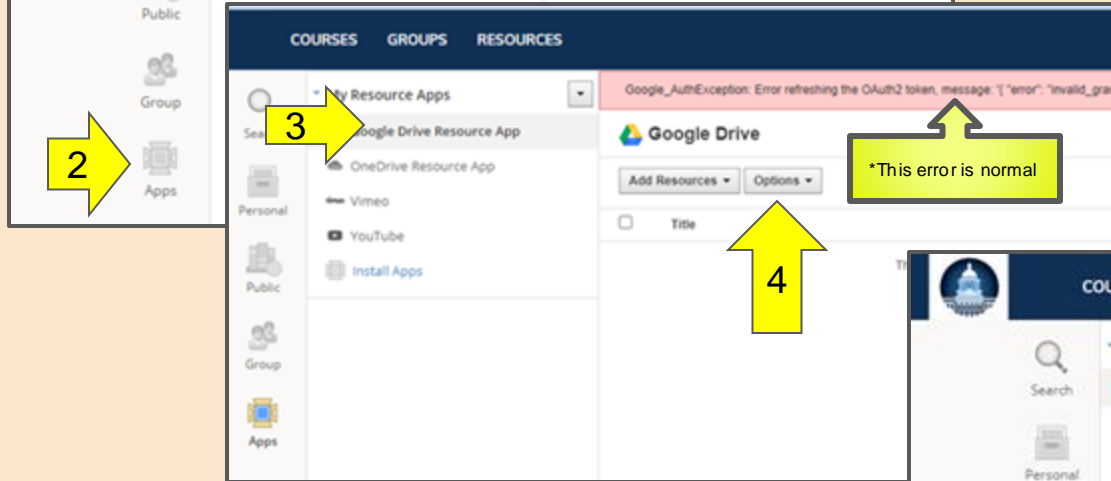
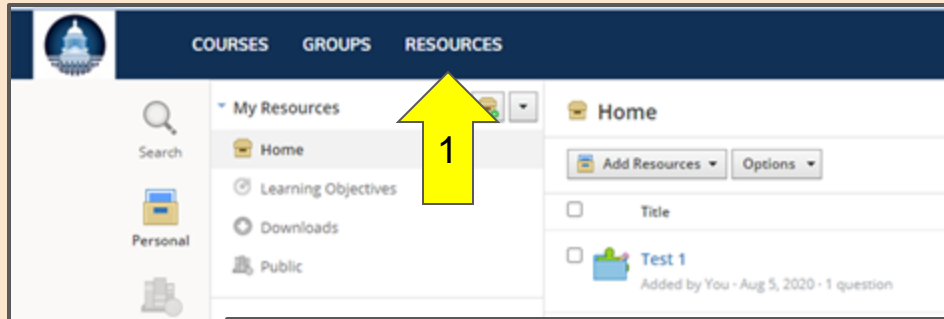
Search Portal

Clever extension
Get the [Clever extension](#) for one-click access to any program.

Instant Login Applications

- Savvas EasyBridge
- Office 365
- Student Email
- Schoology
- Stride Academy
- Rhythm Training Videos
- McGraw Hill
- Sora
- Culture and Climate Survey
- Culture and Climate Survey
- HMH Ed Learning Platform
- LanSchool Air
- Mystery Science

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.

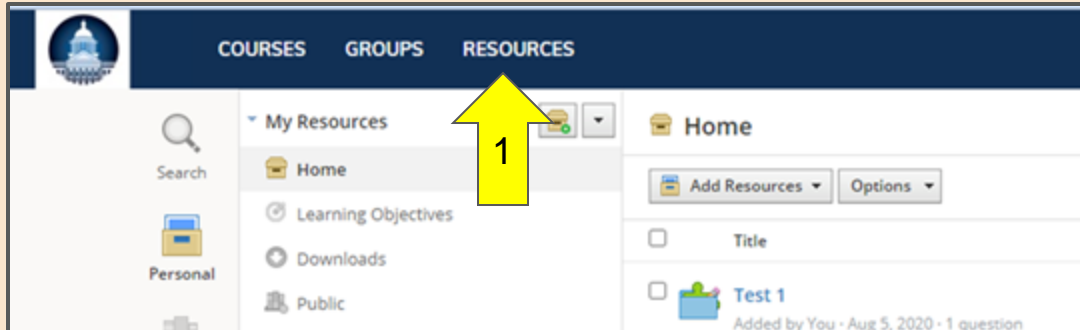
Connecting your **OneDrive** in your Schoology Account-

The image consists of two screenshots of the Schoology interface. The top screenshot shows the 'RESOURCES' menu bar with a yellow arrow pointing to it. The bottom screenshot shows the 'My Resource Apps' list with 'OneDrive Resource App' selected, and an 'Authorize' button with a yellow arrow pointing to it.

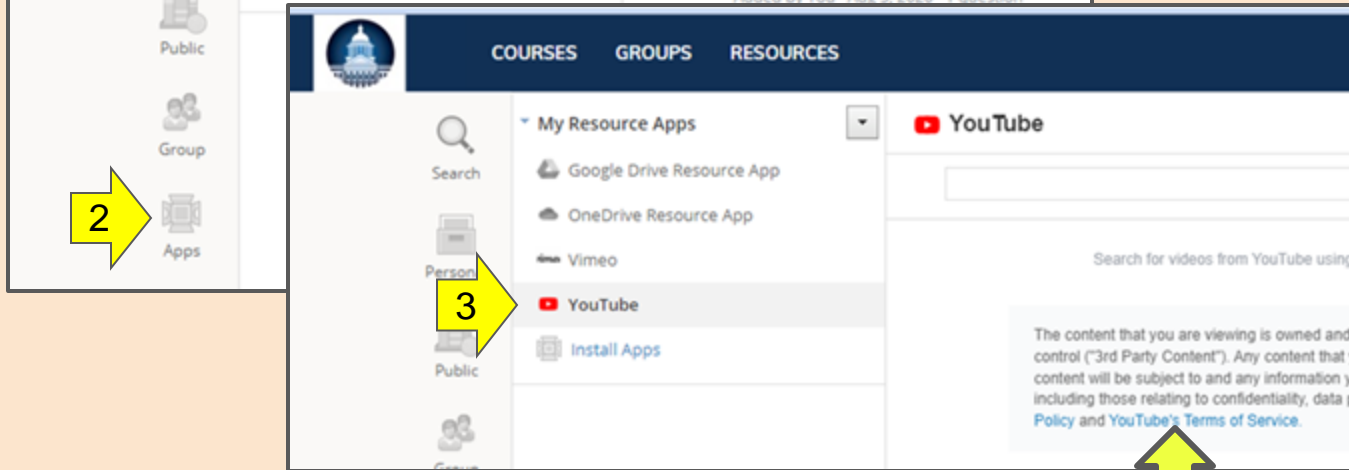
1. Click **Resources** on your menu bar.
2. Click **Apps**.
3. Click **OneDrive Resource App**.
4. Click the **Authorize** button.

*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-



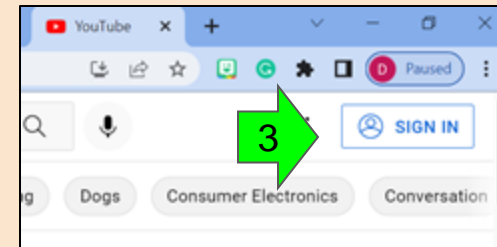
1. Click **Resources** on your menu bar.
2. Click **Apps**.
3. Click **YouTube**.
4. Accept the Policy.



Still having problems seeing videos in Schoology?

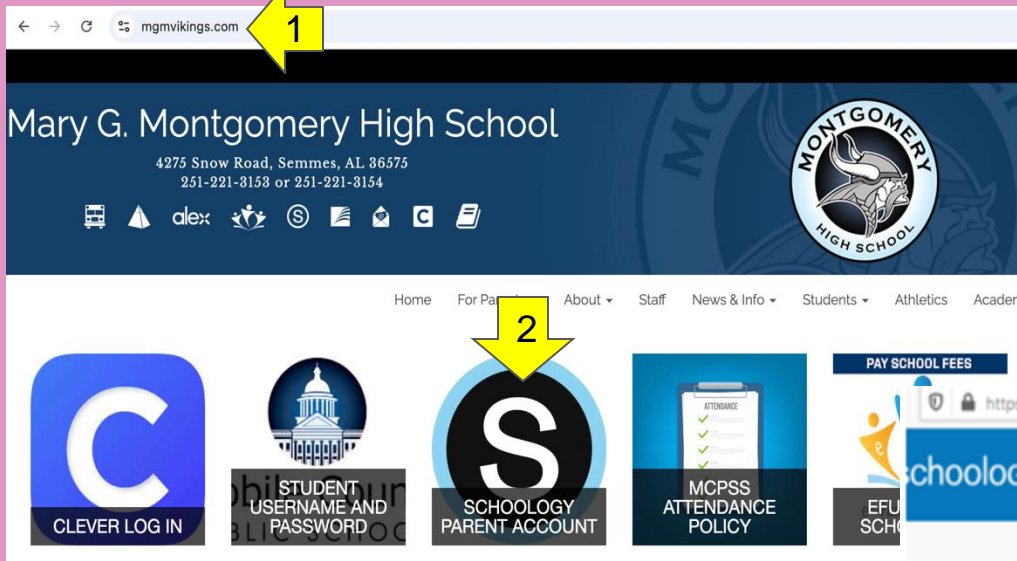
1. Open a new tab in your browser.
2. Go to Youtube.com.
3. Sign in using your MCPSS credentials.
4. Go back to Schoology.

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.



Step 1



Visit app.schoology.com

Visit <https://app.schoology.com>. Note that this is not the same address that students and teachers use to access Schoology.

Sign in to Schoology

All fields are required

Email or Username

Password

Log in

Forgot your password SSO Login

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.
4. Turn the device back on.

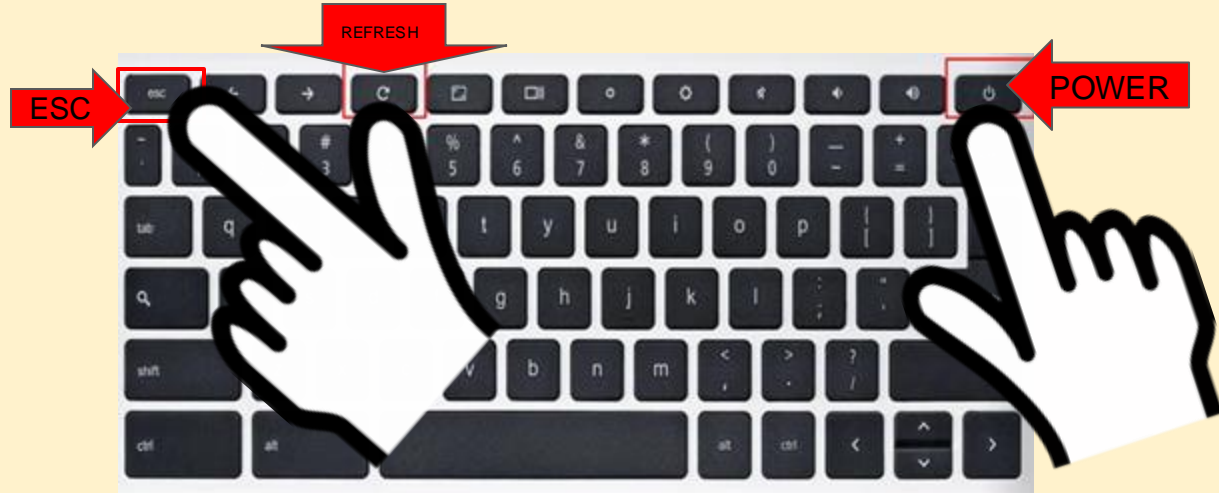
[UPDATE
INSTRUCTIONS](#)
Slide 9



-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.

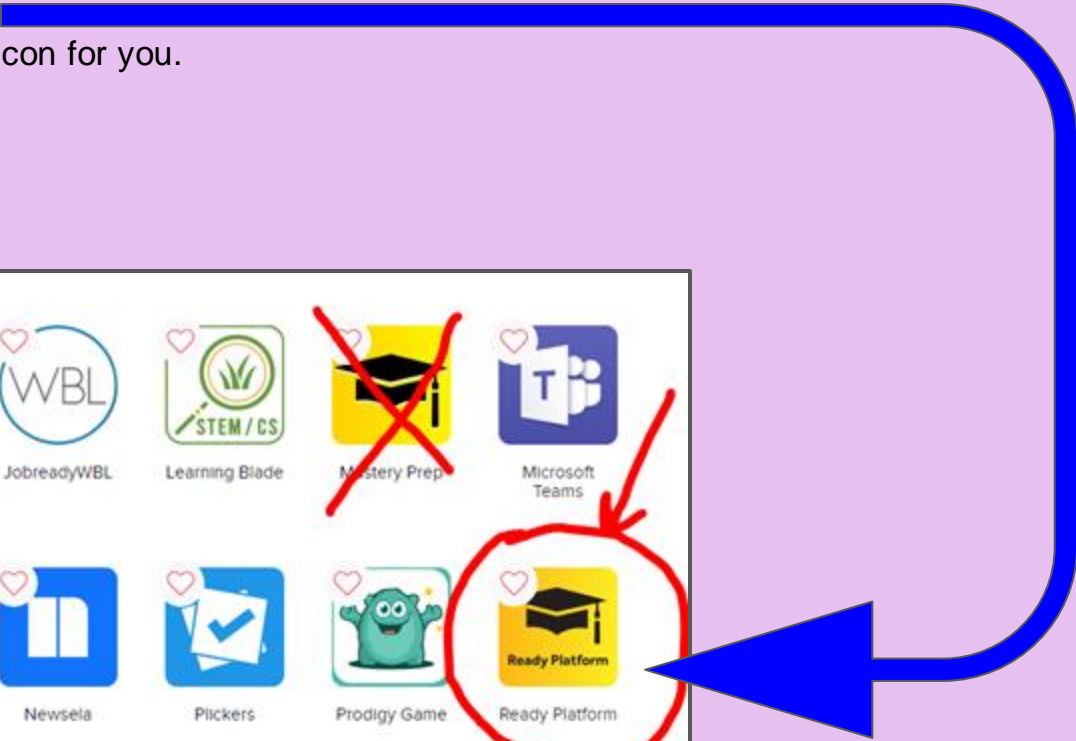


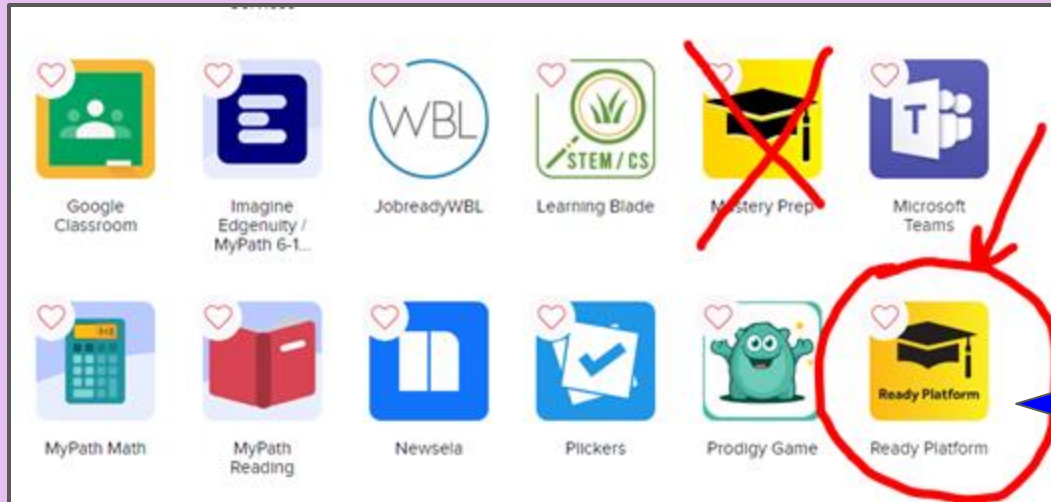
-If this process does not allow your screen to turn on, leave your computer plugged in for 10-15 minutes, repeat steps 1-4 above. If the second time still does not work, you will need to bring the device and your charging cord to the library for assistance.



Trouble signing into Mastery Prep?

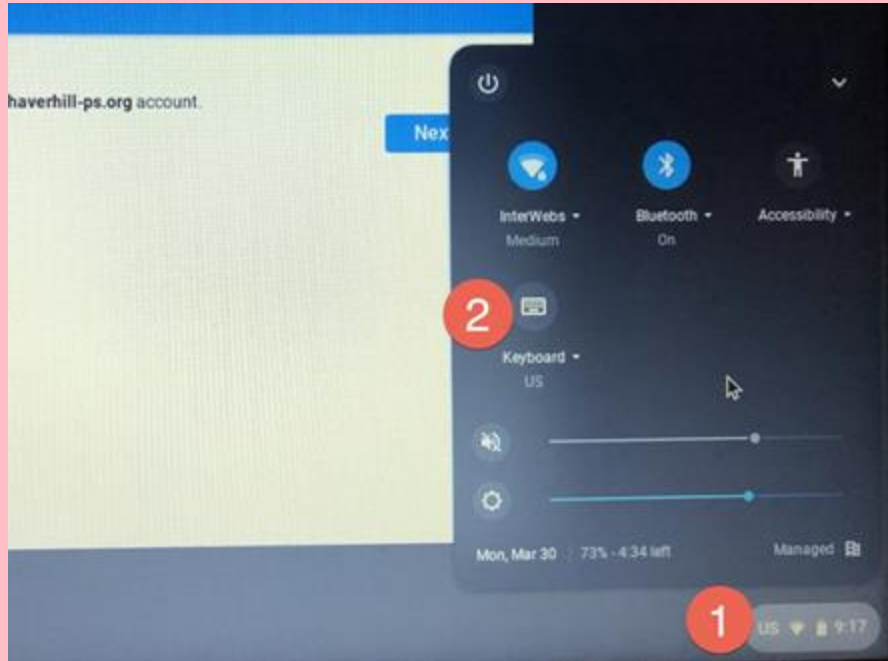
Check the following:

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>