

State Street High School

School Technology Frequently Asked Questions

Skyward

Q: What is Skyward and how do I log in?

A: [Skyward](#) is the system where you can access your grades and attendance. To login you will use your Skyward login. If you don't know what this is contact your school counselor (Jamie Betz) or paraeducator (Nicholle Petersen). You can also use the "Forgot Password" link and enter the email address you have on file with the district. Parents/Guardians have their own login information.

Username

Q: My student forgot their username to log into Google/Chromebook/Canvas. Do I need to call the school?

A: Log into Skyward. Under your student's account, there is a tab labeled "Student Info". You will see your student's email listed after "School" at the top. (For example: John Smith would be something like this - smithjoh000@sbsd101.org). In most instances, their email address is also their username.

Passwords

Q: My student forgot their password to log into Google/Chromebook/Canvas. Do I need to call the school?

A: For **State Street** students, their password is a lowercase "sw" followed by their birthdate in month, day, year format (Example: sw010109)

Chromebook

Q: What if my school-issued Chromebook stops working?

A: Email techhelp@swsd101.org or call 360-855-3587. Español 360-855-3538 /360-855-3772

Chromebooks are still available for checkout. Please connect with your building secretary for more information.

Q: How does a student log-in to a school-issued Chromebook at home?

Use your email address with the @swsd101.org at the end. Then use the same password as your email address. For State Street students, it's the "sw" followed by their birthdate (For example: sw010109)

*Before trying to log on the district issue chromebook, students will need to be connected to their home wifi or hotspot device first. They will not be able to log on otherwise.

Canvas

*Parents can sign up as an observer in Canvas by following these [directions](#). Observers can link their Canvas account to their student's account so they can see assignment dues dates, announcements, and other course content. Observers can view the course content but cannot participate in the course.

Q: My secondary student is using their own computer, how can they log into Canvas?

Have them log into Google first. Many students will have the site bookmarked from the spring. If not, have them type in <http://swsd.instructure.com/> to join [Canvas](#). If they are already logged into Google, this will take them straight to their Canvas dashboard. If they are not already logged in, they will be prompted to do so.

Q: My secondary student can't log into their Canvas account.

Make sure they are going to <https://swsd.instructure.com> and are not just googling [Canvas](#). A Google search of the word Canvas will not go to the correct Canvas website for SWSD. When they go to the [correct site \(https://swsd.instructure.com\)](#), they will be prompted to login to their school Google account if they haven't already. They must login to their school Google account to be able to get to their Canvas classes.

Q: My secondary student can't log into their school Google account.

Things to check:

Their Username: Their username is their whole email address (e.g., smithjan001@swsd101.org). If their school-issued Chromebook doesn't show the [@swsd101.org](#) part automatically, make sure to type it too. If they are using their own computer, they will need to always include the [@swsd101.org](#) part when logging into their Google account. If they don't include the [@swsd101.org](#) part, Google will think they are trying to login to a regular gmail account (e.g., smithjan001@gmail.com) which won't work.

Their Password: At SSHS: Their password is a lowercase sw followed by their birthday in month, day, year format (For example: sw010109)

On Their Own Computers, Make Sure Only Their School Google Account is Logged Into: Google allows you to be logged into more than one Google account at a time on desktop computers and laptops (not on school-issued Chromebooks.) This can be confusing for programs your student might be using like Canvas or Clever. Make sure the only Google account currently logged into is the student's school account. Also, if your Chrome browser is signed into a Chrome account and therefore syncing to a different Google account, this can cause problems too. (Just sign out of the Chrome browser account too.)

Zoom

[Zoom Log-In Problem-Solving Video](#)

[Zoom "Internal Only" Message Workaround Video](#)

Q: I didn't receive a zoom link for my student? How will they know what class to log into on Tuesday?

For SSHS, teachers have posted zoom links in each class period's landing page on Canvas. It is also located on the student's calendar on Canvas.

Q: My student has never logged into Zoom. How do they join their meeting?

Log in EARLY to the first Zoom meeting. There may be updates that need to be done prior to the start of class. Typically, these are quick, but try 10-15 minutes prior to the start of the student's first meeting, just in case they need to restart their computer! There are several ways to join a zoom meeting. The easiest, is to click on the link provided by your student's teacher. If there is a password, they will need to enter that when prompted. Or, go to join.zoom.us. Enter the meeting ID provided by the teacher. Click Join. If this is your **first time** joining from Google Chrome, you will be asked to open the **Zoom** client to join the meeting.

Q: My student's Zoom account is "expired". The screen had an orange circle with an ! in it in the upper right corner.

A: Accept the new policies for Zoom and restart your student's computer to get it to work properly.

Q: My student is logged into Zoom, but can only see their own image on the screen.

A: Restart the computer and rejoin the Zoom session.

Q: What if my student is not able to unmute themselves after several attempts using the same procedures they have always used, but it isn't working after several attempts?

A: First, the teacher's settings may not allow unmuting during instruction time, but if it is a time of interaction, please make sure that your child unplugs their headphones if they are wearing them, and then try to unmute. If this still does not work, you may need to log out and log back in again and make sure you choose "allow audio" when the choices pop up.

Q: What happens if my screen freezes or the sound gets distorted during a zoom meeting?

A: This happens sometimes! Sometimes it works to turn your camera off temporarily, wait and listen for a while, and then turn your camera back on. If this does not fix the situation, you may need to leave the meeting and then log back in to refresh your connection.

Q: What happens if my child is on a Zoom meeting and the teacher loses their connection and gets knocked out of the Zoom room?

Wait for just a bit to see if the teacher is able to log back in, but you may need to call the school office to alert them of an issue so that a staff member can enter the Zoom room and manage the situation. Zoom may automatically assign one of the students as the meeting "host". If this should happen, the student who is the host will need to "admit" the teacher back into the meeting room by pushing the blue "admit" button. If all else fails, or if the teacher can't rejoin after 5 minutes, the student who was made the host should end the meeting.

Google Docs/Slides/Sheets

Q: My student is supposed to do an assignment using Google Docs/Slides/Sheets. How do they access these?

A: This can be found in your student's Google Drive and again can be accessed through the student's email by clicking on the box with the dots. Elementary teachers will demonstrate how these work and help students/families navigate the Google platform. These are very similar to Microsoft Word/Powerpoint/Excel, except they are cloud-based and can be easily shared and submitted via Google Classroom and Canvas.

Camera

Q: My student doesn't have a camera on their computer. Will this be a problem?

A: If your student is an elementary student, parents should let their teacher know. School-issued Chromebooks are available for checkout if this becomes problematic. Please just let your teacher know. If your student is at the middle or high school, please have them

email their teacher and let them know. Again, Chromebooks are available if this becomes problematic.

Q: My family or student isn't comfortable having the camera on during class. Is that okay?

Communication will be key. We are absolutely flexible if students or their families do not want their cameras on. We would encourage students to try to have their cameras on during synchronous learning whenever possible because it really helps create a better atmosphere when you're able to see one another.

Teacher Email Information

Q: How do I find a teacher's email address?

Click this link [State Street Staff Directory](#) or go to the SWSD district's website>Select School>School Name. From that school's site, select the staff directory tab and scroll to find the teacher's email address.

Q: What if I have requested to stop receiving emails from School Messenger and I would like to receive them again?

Please contact your student's building secretary.

Clever

Q: What is Clever?

A: It is a landing page. This is where students will access websites commonly used by the school or individual teachers, but not added as a link in Google Classroom.

Q: How do I access Clever?

A: To access Clever, first log into the student's Google account. If you are on a school Chromebook, the computer will open up to Clever. If you are at home, go to [Clever.com](#), click sign in as a student, and then sign in with Google.

My School Data

Q: What is My School Data (HS students)?

A: [My School Data](#) is where students access their High School and Beyond Plan. To access My School Data, students should login with their Skyward login.

Wifi Hotspot

Q: What if my school-issued Wifi Hotspot stops working?

A: Email techhelp@sbsd101.org or call 360-855-3587.

Q: What if I lost the instructions for the Hotspot device?

A: Email techhelp@sbsd101.org or call 360-855-3587.

WiFi Hotspot devices are available for qualifying families by filling out a [survey](#).

Verizon Wireless Hotspots:

To Connect:

- Charge the mobile hotspot by connecting the supplied USB Cable/Power brick. The hotspot can remain connected to the charger. It can also be disconnected and used on battery if needed.
- Once the hotspot is charged power on the unit by holding down the power button on the top right corner of the hotspot.
- Once the hotspot boots up you can click "Wi-Fi Name/Password" on the screen. It will display the name of the wireless network you need to connect to. It will also tell you the password.
- Enter the info above into your wireless settings on your computer to connect to the internet**

To Disconnect/Power Down:

- Press and hold the power button on the top right corner of the hotspot
- Select “Shutdown”
- Select “OK”
- The hotspot will now power off

**If the hotspot will not allow you to browse the internet after connecting you may need to reset the hotspot:

- Select the “Menu” button
- Select the “Settings” button
- Scroll down to the “Factory Reset” button and select it
- Select the “Factory Reset” button
- Select “Confirm”
- Once the hotspot reboots try connecting again using the directions above