

# Tech Guide for Families



**Do you have questions about the school-issued technology?** Use this guide as a quick reference. You can find additional information in the Online Learning Programs for Families website [HERE](#)

## **Q: What devices are students getting?**

**A:** The district is providing Chromebooks for all students to use this school year.

## **Q: How does my child log in? Where do I log in?**

**A:** All students should access their curriculum via the district [Apps Portal](#). Students login names are their full student ID followed by @twinriversusd.org, for example: 980012345@twinriversusd.org

Students should have received a login password from their classroom teacher, or set their own password previously. Contact your classroom teacher if you do not know your password.

For an overview and instructions on the Apps portal, please see our [Apps Portal Guide here](#).

## **Q: What if I don't have internet or Wi-Fi at home?**

**A:** We have several options to provide you with free or low cost internet for your students' school work. Please see our free and low-cost [Internet Access for Families](#) guide for options.

## **Q: What programs or apps can my child access on district Chromebooks?**

**A:** *Most of our school applications are accessed via our district Applications Portal (Apps Portal); we have [instructions on how to log into the apps portal online here](#).*

A limited number of pre-selected applications are available to students via the Chrome web store, however, we allow only basic educational applications in our chrome store and on our devices to ensure our students safety. If you have a question about a specific application or what applications to use, please contact your teacher.

## **Q: Where can I learn more about how to use their district-provided Chromebook?**

**A:** Please visit our [Student Chromebooks page here](#) for general information and guides. Our [Online Learning Applications for Families](#) webpage has additional information as well about programs available to parents through our Chromebooks and on our website.

## **Q: What filters and/or safety precautions have been set up on the device?**

**A:** Every Chromebook has an internet filter installed that will limit access to adult or inappropriate content. However, it's still important for parents to monitor device use at home.

## ***Tech Guide for Families cont....***

### **Q: Is the device set to English? Are there any translation or language settings options for the device?**

**A:** Alternate languages are available on district Chromebooks. Please contact your classroom teacher to confirm if setting your Chromebook to a different language is appropriate.

### **Q: What rules are there around what my child can and can't do on the device?**

**A:** The district's [acceptable use policy](#) and [Student & Family Handbook](#) outline in detail the rules related to school-issued Chromebooks and district-provided internet access. A few important rules to note are that students should not:

- Post or provide to anyone online personally identifiable information (PII) about themselves or others.
- Do not browse inappropriate content. Chromebooks are provided for educational purposes only.

### **Q: What do I need to know about my child's data and privacy in relation to this device?**

**A:** Twin Rivers makes every effort to ensure the privacy and safety of all students, including by not limited to full compliance with Assembly Bill 1584. For more information on student privacy and data please see [Section 8 of our Student & Family handbook](#).

### **Q: What if the device is lost, damaged, or stolen?**

**A:** All District-provided devices are the property of TRUSD. When devices, including Internet hotspots, are provided by the district, students and their parents/guardians agree to return those devices promptly when requested by District staff and in the condition first received. Normal wear and tear is expected; Chromebook loss or damages beyond normal wear and tear (i.e. cracked screens, significant cosmetic damage, etc.) will result in an appropriate fine, as would happen with a lost or damaged textbook.

### **Q: What if there's a problem with the device?**

**A:** Twin Rivers has a dedicated student and family technical support line for district provided devices, please call us at (916) 566-7802 or email us at [TechSupport@twinriversusd.org](mailto:TechSupport@twinriversusd.org). Support hours are Monday - Friday, 7 a.m. - 5 p.m.

Please remember that district-provided Chromebooks and internet access are provided for student learning and to be used for educational purposes. The district expects Chromebooks and hotspots to be returned to the district in the condition first received if the student leaves the district or on request by district staff. Normal wear and tear is expected; however excessive damages beyond normal wear and tear (i.e. cracked screens, significant cosmetic damage, etc.) will incur fees.

When internet hotspots are provided by the district, students and their parents/guardians agree to notify school staff and return internet hotspots that are no longer needed by the student for distance learning or district provided education.