

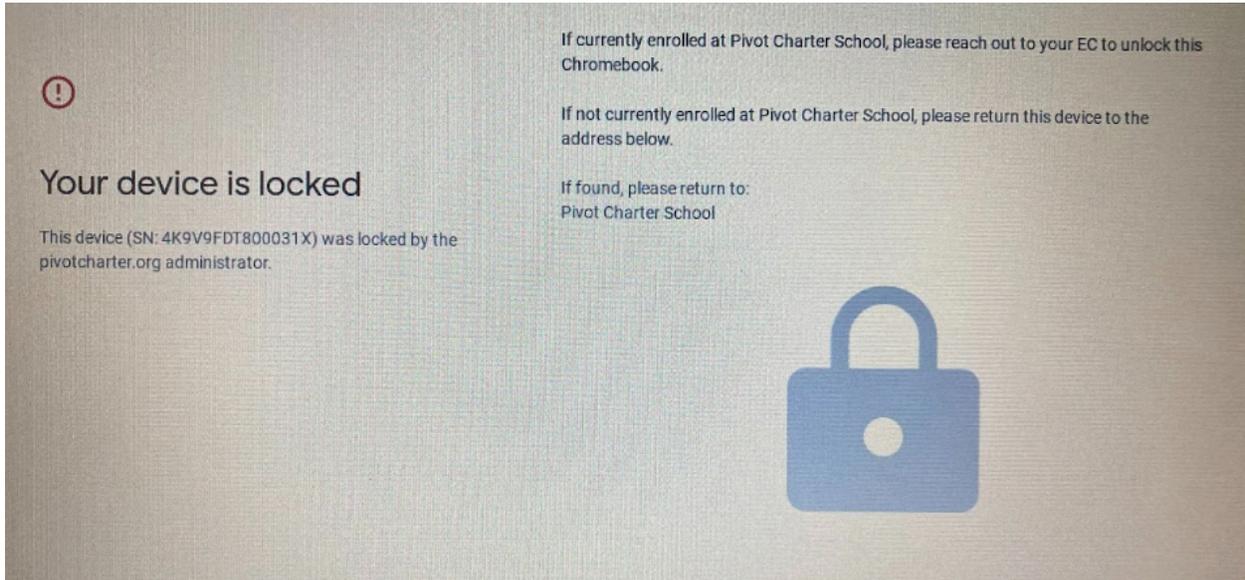


Technology Help for Students/Families

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Locked Chromebook

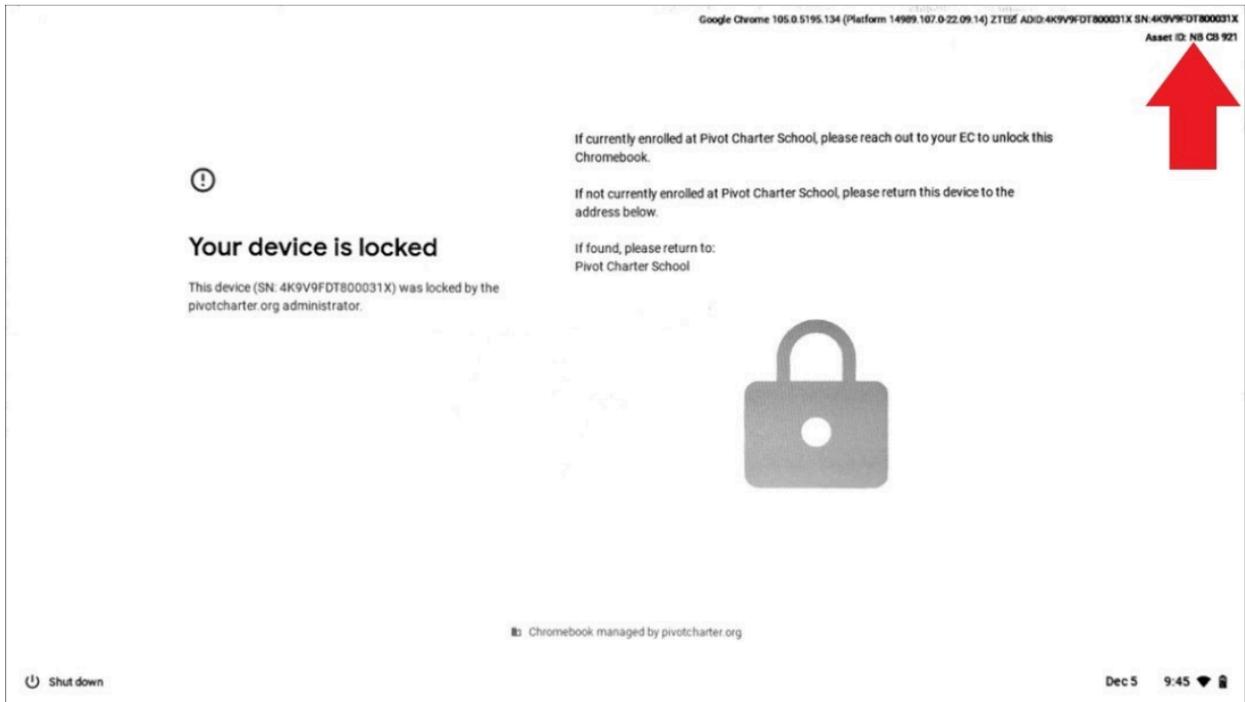
Problem: You are getting the following message "Your device is locked" when you open your Chromebook.



Cause: At the end of each school year IT disables all non-returned loaner Chromebooks and the Chromebooks of students who have dropped.

Solution: Please locate the Asset ID Number on the bottom of the computer shown at right. If no physical Asset ID can be found. Press Alt + V with the Chromebook on the lock screen. This will prompt a digital signature that displays both the SN and the Asset ID to appear as shown below.





Contact your EC and be sure to give them the Asset ID or Serial Number and they will contact the IT Department to reactivate it or request you return it.

Note: In order for the device to unlock it MUST be connected to the internet. Please ensure the device is connected to the internet BEFORE you email your EC as the device could already be unlocked but needs internet access to update its policy.

How to update chromebook

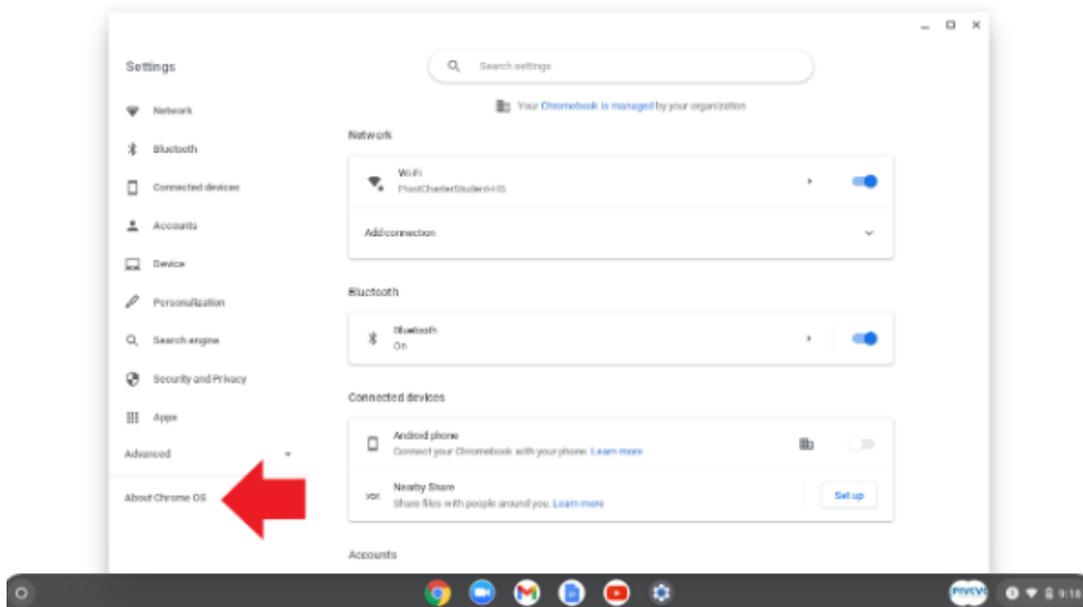
1. Turn on your Chromebook.
2. Connect Chromebook to Wifi
3. At the bottom right, select the time



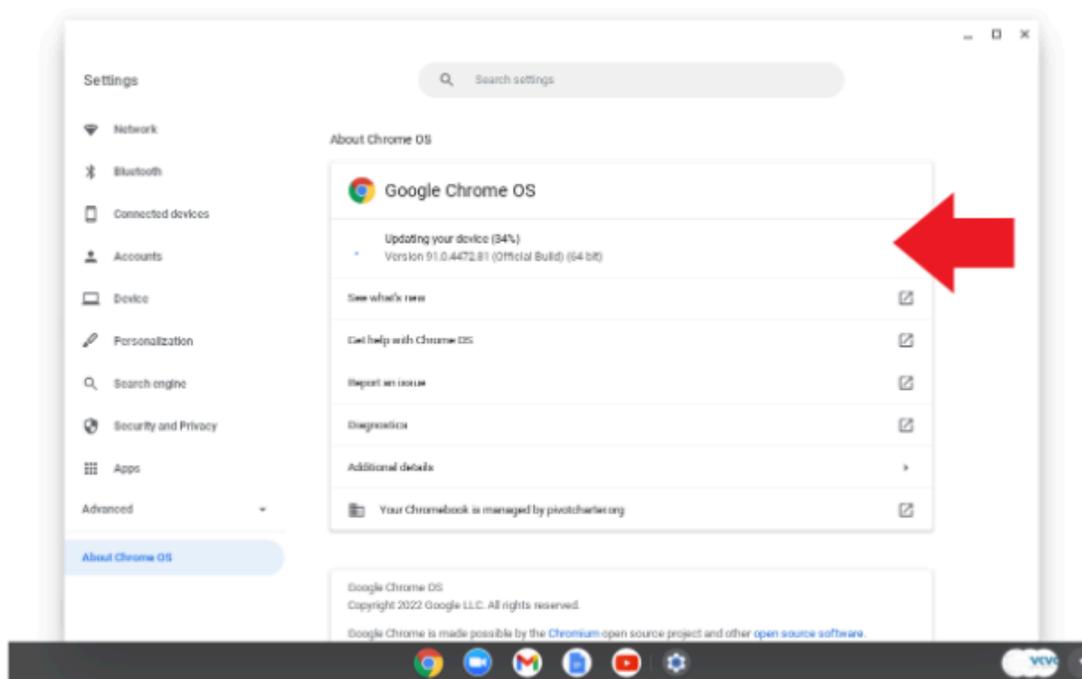
4. At the bottom right menu, select the settings 



5. At the bottom left, select About ChromeOS



6. Near the top of the screen select “Check for Updates”



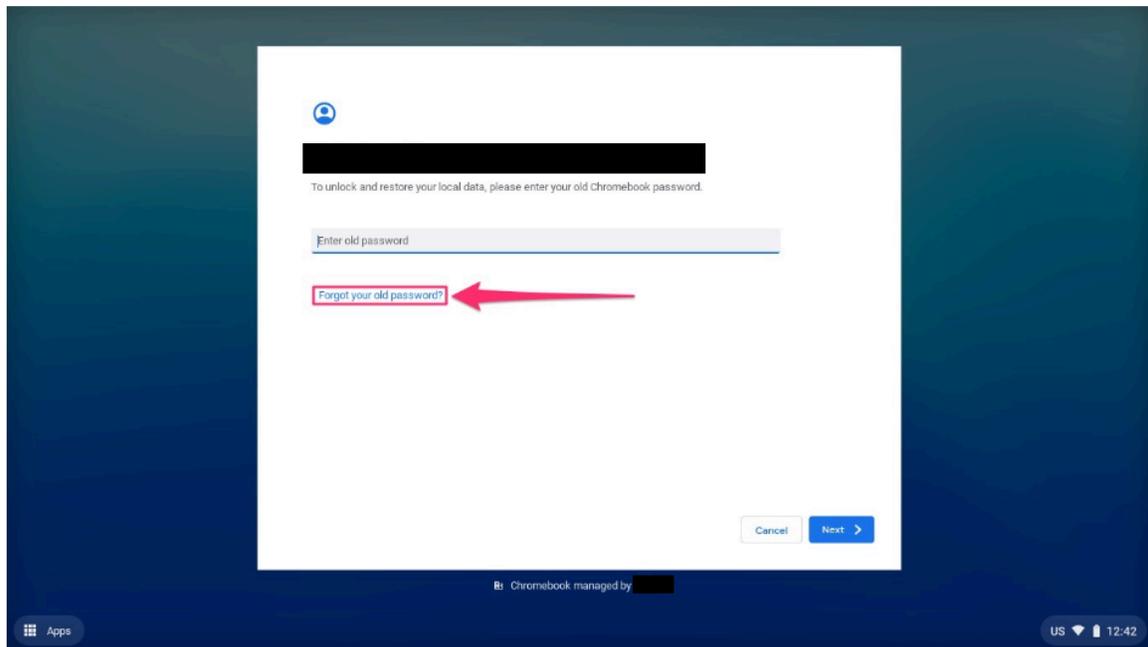
7. If your Chromebook finds a software update, it will start to download automatically.

8. Select “Restart” when Chromebook is done downloading, and repeat the process as necessary.

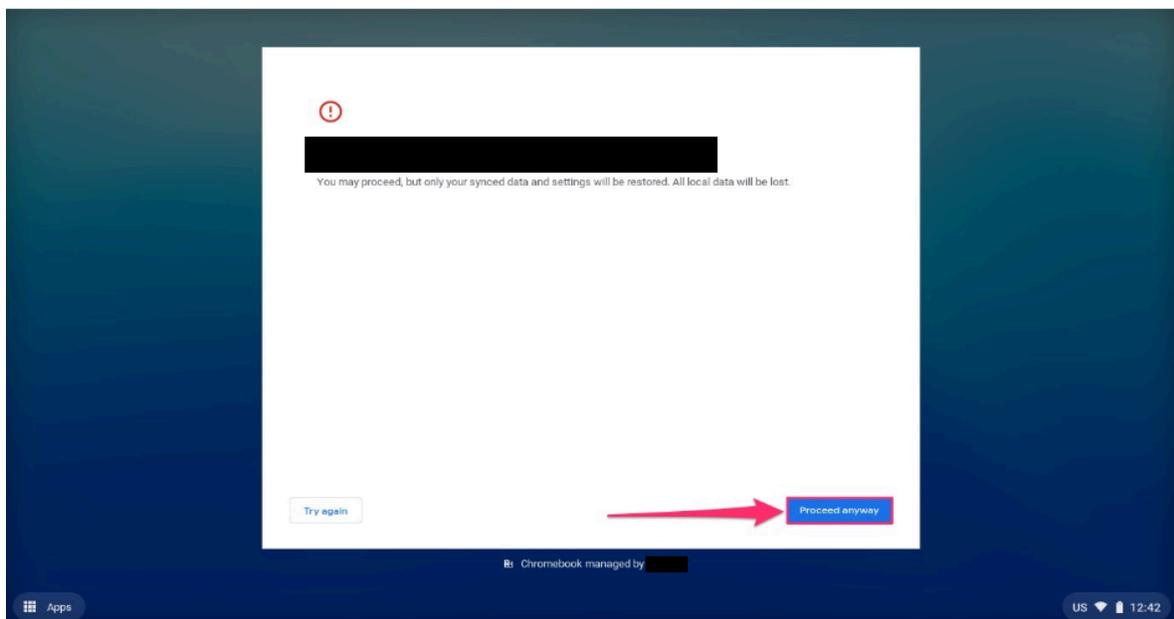
Bypass “Enter Old Password” message when logging into Chromebook

Issue: When a password is reset it may ask you to “Enter old password”

1. Select “Forgot your password?”



2. Select “Proceed Anyway” (The students save work in the google cloud, so no data will be lost because nothing is saved directly to the chromebook)

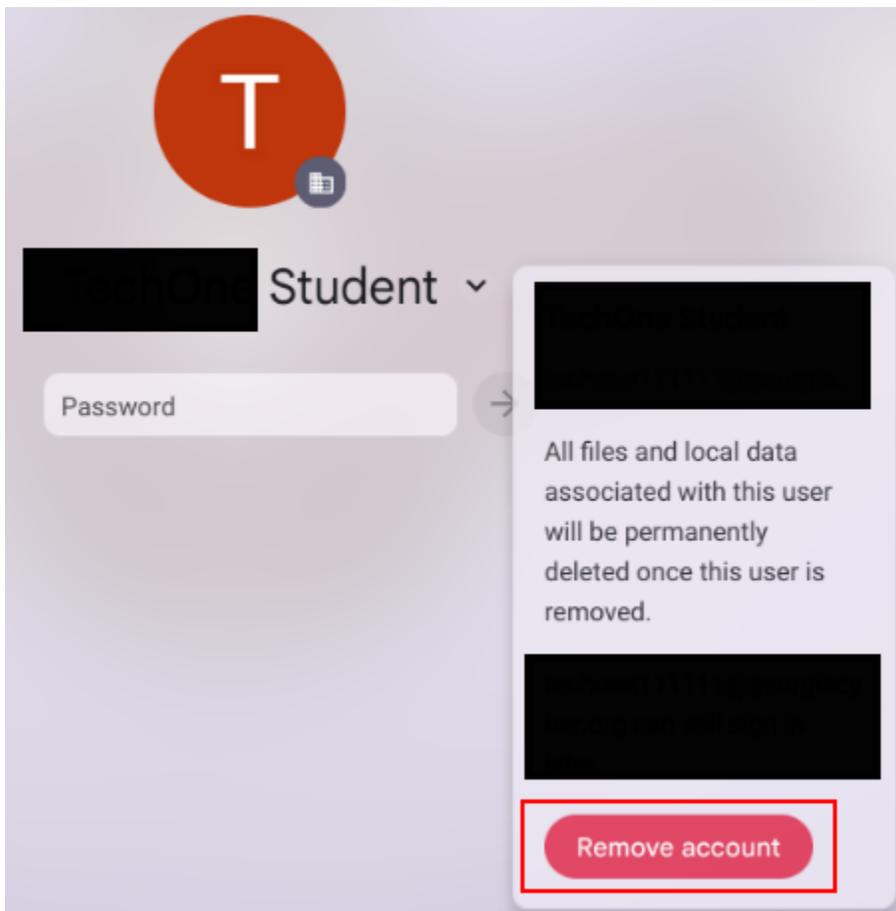


New password is not working on chromebook

Problem: Chromebook says you are putting in the wrong password even after the password is reset.

Cause: Student Chromebook account needs to be refreshed.

Solution: By removing the student account and signing in from the very beginning it will refresh the account, so you can sign in with a new password.



Note: Everything on the Chromebook should be saved on google drive, so you should not lose any data unless you were saving documents directly on the chromebook.

Kajeet Basic Info

Kajeet SmartSpot® V400/O55 Quick Start Guide



POWER BUTTON: Powers the Kajeet SmartSpot on and off and wakes the device from sleep. This button is also used as the 'OK' button when browsing through the menu.

MENU BUTTON: Used to pull up the menu and switch between menu options.

SMARTSPOT CHARGING PORT: The AC charger supplied with your SmartSpot connects here.

STATUS DISPLAY: Provides connection and battery status, network signal, and Wi-Fi network information.

The Kajeet SmartSpot® is a portable Wi-Fi hotspot that extends the school day by providing the fastest, filtered broadband access anywhere.



www.kajeet.com

SMARTSPOT_V400_B_200715

Accessing

Your Kajeet SmartSpot Wi-Fi Name and Password

1. Power on the device by holding the power button until you see 'WELCOME' on the screen.
2. When on the home screen, press the menu button to bring up the device menu.
3. Press the menu button once more to get to "2.4 GHz WIFI INFO". Press power button to select.
4. Note the Wi-Fi network name next to the Wi-Fi symbol (ex. Kajeet SmartSpot #####).
5. Note the Wi-Fi password next to the lock symbol (ex. smartspot1234)

Connecting

To Your Kajeet SmartSpot

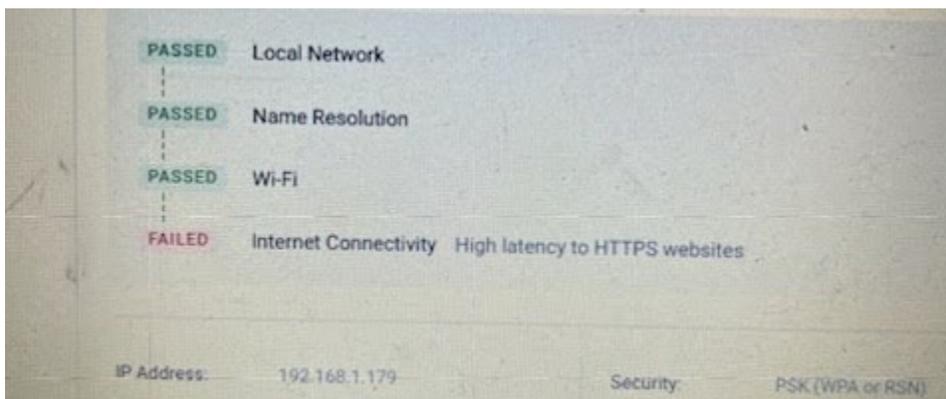
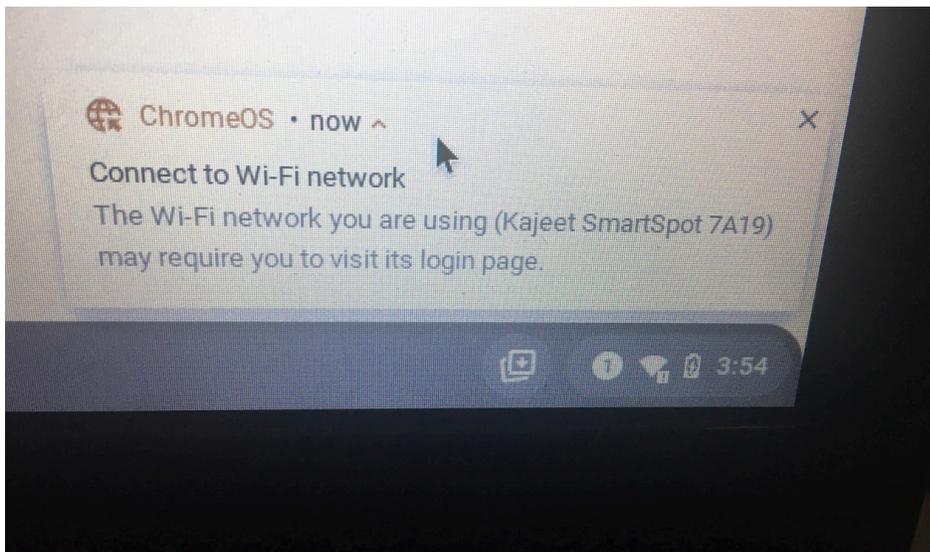
1. Make sure the Kajeet SmartSpot is powered on. If the device has gone to sleep, press the power button once to wake it up.
2. On your computer, tablet, mobile phone, or other Wi-Fi enabled device, select the Kajeet SmartSpot Wi-Fi network name (ex. Kajeet SmartSpot #####) from the list of available Wi-Fi networks on your device.
3. When prompted for password, enter the Wi-Fi password from step 5 under "Accessing Your Kajeet SmartSpot Wi-Fi Name and Password" (ex. smartspot1234).
4. You should now be connected to the internet

To view your device's status and data usage, visit kajeet.com/status.
For support with your device please contact your school or district technology department.

Kajeet Stops Working

Problem: You are having issues with your Kajeet, it has stopped working, or you may have an error like the ones displayed above.

Cause: Most of the time this is caused by the user running out of data. Students have weekly and daily data allotments that if they consume all of will cause the Kajeet to stop working. This works similarly to a cell phone data plan and since it's based on Verizon Cell Tower coverage, proximity to obstructions and cell towers can factor into their functionality.



Solution: Contact your EC and tell them your Kajeet has stopped working. They will contact the IT Department for further help.

Error Processing LTI Request Fix

Error Message:

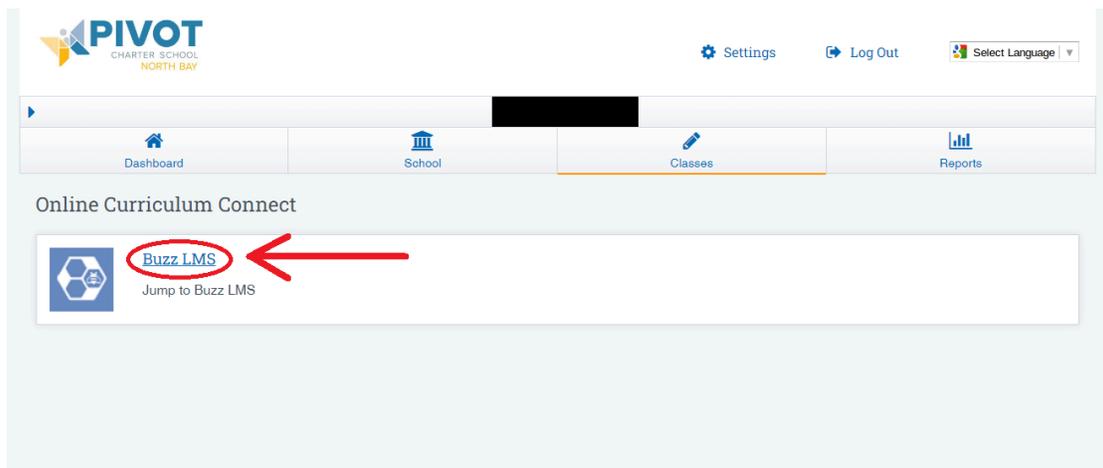
Activity Ended

The external activity has ended.

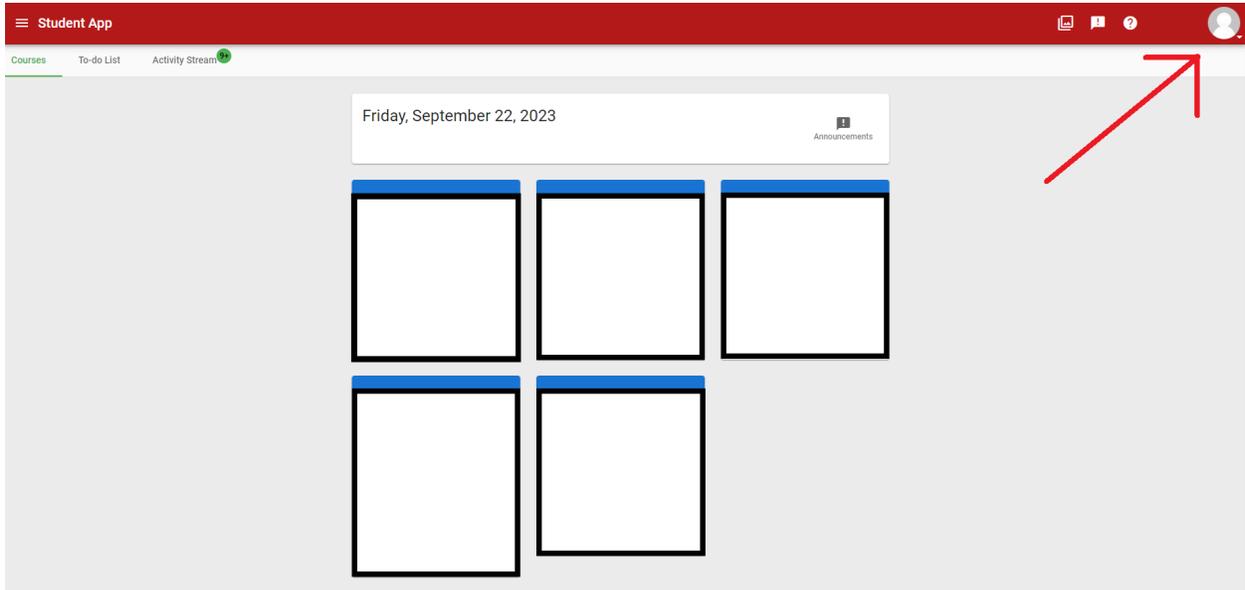
Error processing LTI request. (RequestId=c99f5bae-068c-49a7-a17b-0c958b634780). For assistance, please contact the Apex Learning Support Team at support@apexlearning.com or 1-800-453-1454.

If you have a student sending you a screenshot above that reads “Error Processing LTI Request”, please have them follow the steps below.

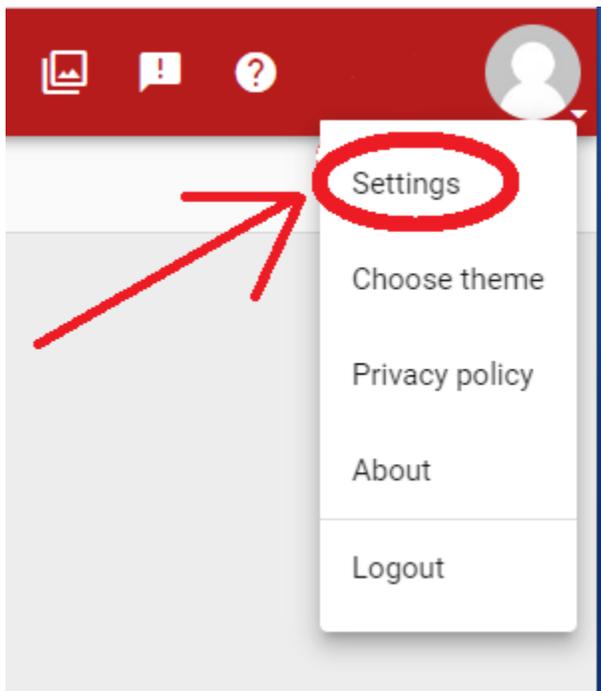
Note: All of the steps will take place in Buzz



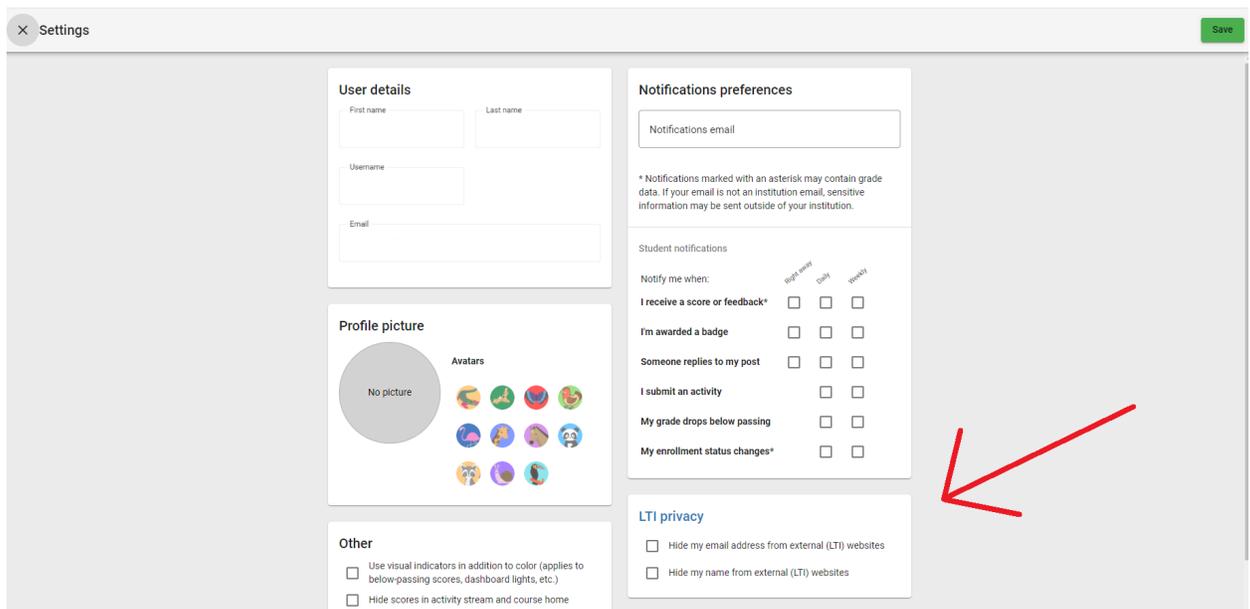
1. Click the person icon in the top right corner.



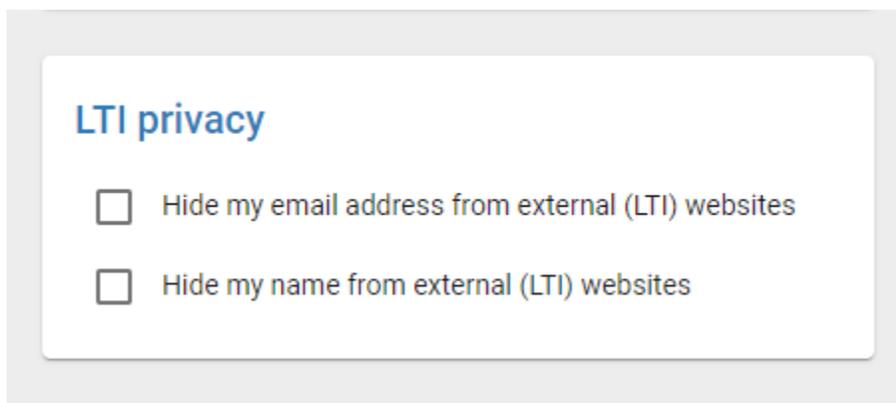
2. Select "Settings".



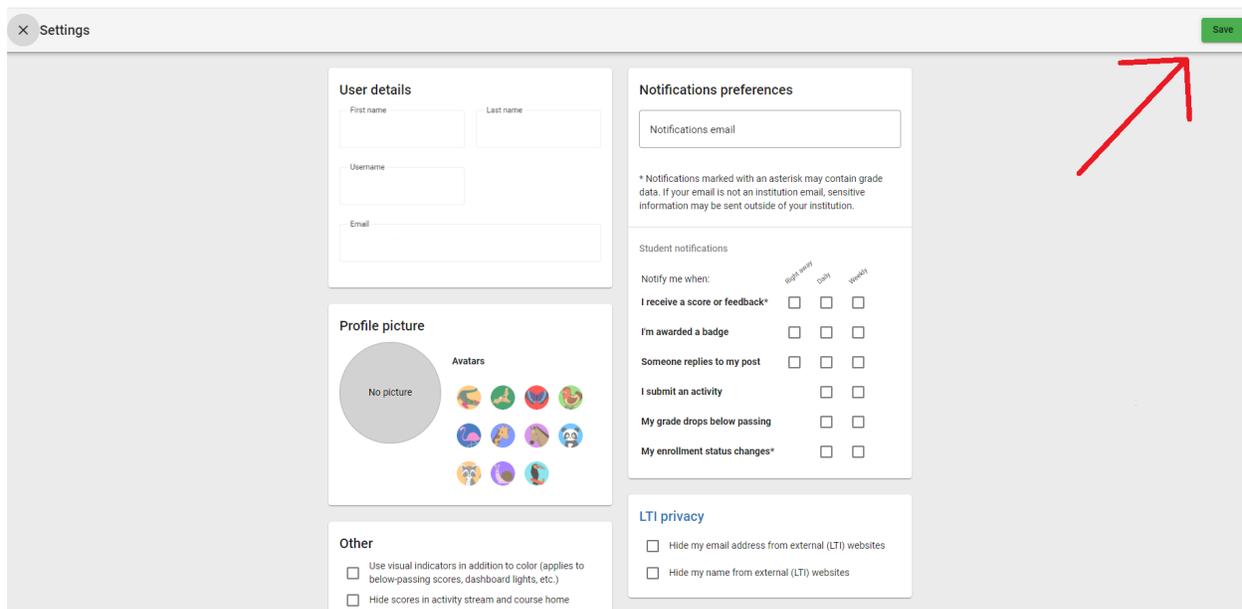
3. In the “Settings” there will be a section titled “LTI Privacy”.



4. Make sure the boxes are UNCHECKED.



5. Finally click “Save”, and refresh your browser.



Settings

Save

User details

First name Last name

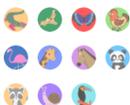
Username

Email

Profile picture

No picture

Avatars



Other

Use visual indicators in addition to color (applies to below-passing scores, dashboard lights, etc.)

Hide scores in activity stream and course home

Notifications preferences

Notifications email

* Notifications marked with an asterisk may contain grade data. If your email is not an institution email, sensitive information may be sent outside of your institution.

Student notifications

Notify me when:

	Right away	Daily	Weekly
I receive a score or feedback*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm awarded a badge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone replies to my post	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I submit an activity	<input type="checkbox"/>	<input type="checkbox"/>	
My grade drops below passing	<input type="checkbox"/>	<input type="checkbox"/>	
My enrollment status changes*	<input type="checkbox"/>	<input type="checkbox"/>	

LTI privacy

Hide my email address from external (LTI) websites

Hide my name from external (LTI) websites

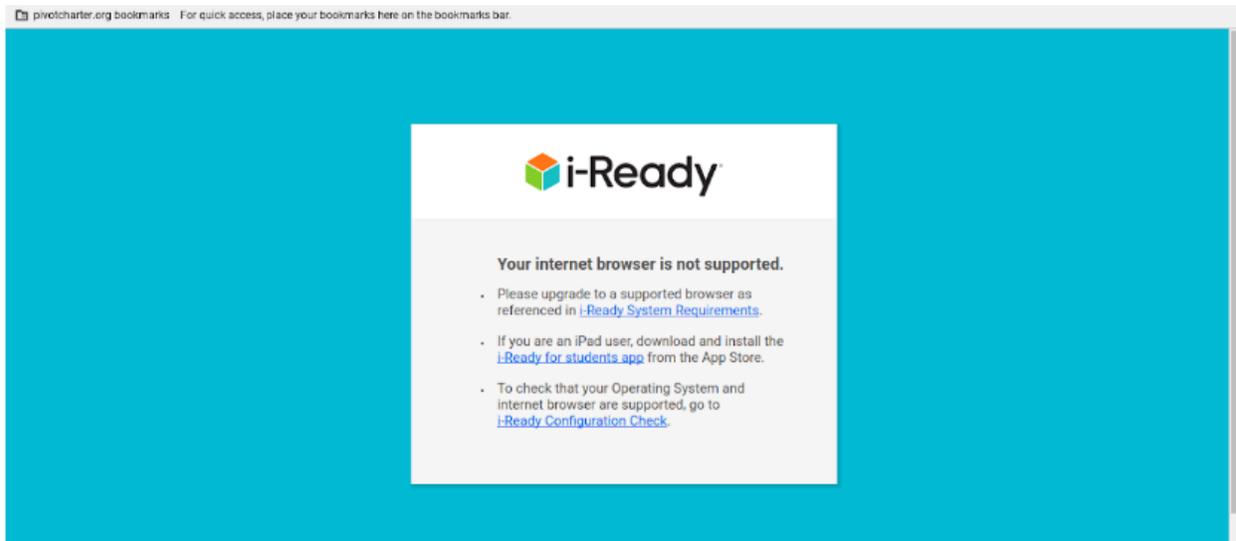
Tips:

- Exit and Reopen your browser
- Try to delete browsing history, cache, and cookies.

i-Ready Browser Issue

Problem: You are attempting to access i-Ready while on a loaner Chromebook and you encounter the above error.

Error Message:



Cause: The version of chrome you are using is out of date.

Solution: Updating the Chromebook OS will update the inbuilt version of chrome on the device. See instructions on page 2.

Note: If the device is too old it will not be supported by Google and no longer receive updates. i-Ready will not work. You will need to contact your EC and trade in the device for a newer loaner.