Capital City Public Charter School

One-to-one Technology

Chromebook Procedures and Technology Handbook

Background/Rationale

Capital City Public Charter School (CCPCS) aims to provide current tools and resources for all of our 21st century learners. Best practices in modern education show that technology must be seamlessly integrated throughout the educational program. Increasing access to technology is essential, and one of the learning tools of 21st century students is the Chromebook. The individual use of Chromebooks is a way to empower students to maximize their learning and prepare them for post-secondary education and the modern workplace.

According to studies and school reports, students who use a computing device in a one-to-one (1:1) education environment are more organized and engaged learners, attend school more regularly, advance their knowledge and understanding of technology more rapidly, benefit from improved accessibility options, and become constructors and designers of information and ideas.

Learning results from the continuous dynamic interaction among students, educators, parents/guardians, and the broader community. However, technology immersion does not diminish the vital role of the teacher, but rather transforms the teacher from the director of learning to the facilitator of learning. Effective teaching and learning with Chromebooks integrates technology into the curriculum any time, any place.

Our hope is that by providing 1:1 technology for our students, we can enable students to improve productivity both inside and outside of the classroom when completing assignments, projects, and other activities as assigned by teachers. Additionally, we hope that it will enable students to be able to access the rich academic resources on offer, including scholarly sources, content-rich media, and more. Finally, we hope that providing 1:1 access to technology will promote student ownership and agency in their own learning process by establishing access to educational resources and tools.

CCPCS Technology Vision Statement

Capital City community members have a **deep understanding of technology and foster a culture of exploration with technology as a learning tool**. We believe that the effective, responsible use of technology is an essential skill for our students' success and wellbeing now as well as post graduation. Additionally, technology is not a "special." It is a tool that requires skilled practitioners. This tool can be used effectively or ineffectively to advance learning.

1. Capital City provides equitable and appropriate access to technology hardware, software, and infrastructure.

2. Capital City provides equitable and appropriate access to vertically aligned technology instruction, ensuring that students master a basic foundation of computer literacy, and upon graduation are prepared for the demands of the 21st century workplace.

3. Teachers foster a culture of learning, growth, and responsibility through the competent use of technology tools and equipment, the creation of innovative technology products and solutions, and the sharing of these discoveries with the community.

4. Capital City provides professional development, focusing on effective instructional practices using educational technology.

5. Students are competent, creative, and responsible users of technology tools and equipment who create innovative technology products and solutions, and share these discoveries with the community.

6. Capital City fosters the development of responsible digital citizens that embody our commitment to community and character.

What is a Chromebook?

A Chromebook is a laptop that runs on Google's Chrome operating system (OS). These machines are designed to be used primarily while connected to the internet, with most applications and documents being stored in CCPCS's cloud infrastructure. Keeping files in the cloud allows us to store student work, and manage devices, with minimal issues. It also allows student Chromebooks to run faster and more efficiently, as they do not need to take up as much space on their personal devices. Further, Chromebooks rarely get viruses, making them safer for student use.

Although your student's specific model of Chromebook may vary, all of the models currently in use at CCPCS come with some baseline features. There are USB ports, as well as an HDMI port in case a student wishes to connect their Chromebook to a second monitor at home or during small group time. A built-in camera allows students to engage in video calls with their teachers, or take photos for use in projects. There is also a plug for headphones, as well as built-in speakers for audio. Please see an example Chromebook layout here:
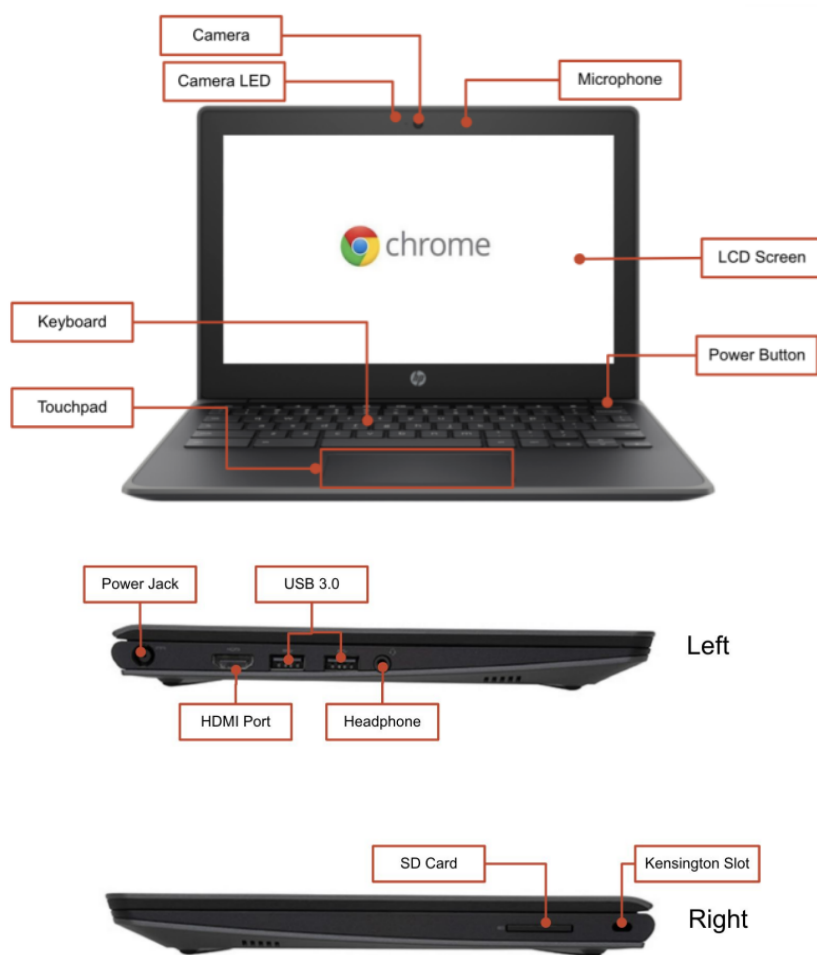
Why use Chromebooks?

Chromebooks are a popular solution for schools across the country. According to a 2019 article, roughly 85% of all U.S. schools currently utilize Chromebooks for their classroom technology needs. This is for several reasons:

- Chromebooks tend to require less maintenance than competing devices, making them easier for students to use, and easier for CCPCS to manage.

- Chromebooks tend to have fairly long battery life, ensuring that if the device is charged regularly, it should provide students with a reliable device all day, every day.

- Student work on the Chromebook saves automatically to our schools' Google Cloud, ensuring that any work that is done at school can also be accessed at home, and vice versa.

- Chromebooks run a broad variety of apps, allowing teachers to provide learning platforms across content areas.

- Chromebooks sync seamlessly across our school network, allowing us to help provide safety and security measures.

- Chromebooks come factory-ready with a handful of accessibility features, including an on-screen magnifier, a screen reader that reads aloud, audio customization options for users who are deaf or hard of hearing, and more.

- Chromebooks integrate with other Google services and applications, such as Google Docs, Google Classroom, and much more. This allows teachers to leverage these powerful tools to benefit their students with minimal issues.

Process for Picking Up Chromebooks

When and where do I pick up my child's Chromebook?
- If you have a lower school student, much of the information contained here won't apply, as the lower school is not taking part in the 1:1 technology plan this year
- If you have a middle school student, your point of contact is Paul McCullough paulmccullough@ccpcs.org
- If you have a high school student, your point of contact is Maiba Carter mcarter@ccpcs.org
- Alternately, you may submit a help desk ticket by emailing cchelpdesk@ccpcs.org

What if my child started at CCPCS midway through the school year?
- Your child will receive a device. Contact your child's Crew Leader (Middle School) or Advisor (High School), or the contacts listed above.

What if my child already has a Chromebook from last year at CCPCS?
- Please have your child bring that device to school. It can be dropped off in The Tech Nest (room 307) or given to your child's Crew Leader (Middle School) or Advisor (High School). Depending on the model of the device, your child may be able to keep it for use in the 1:1 program this year.

What if my student already owns a non-school laptop? Can they bring it to school?
- No. Personal devices should not be used at school. These devices will not be supported by our IT team and the school is not responsible for their care or functionality.

Frequently Asked Questions: Students

1. **Receiving and returning a Chromebook**
    a. Each student will receive a Chromebook, and a charger for the sole use of the assigned student device. Students should not share the Chromebook with other students, siblings, or family members for personal use. Each Chromebook is configured to only allow CCPCS logins. For safety and security reasons, all login attempts are monitored.
    b. Chromebooks will be labeled in a manner determined by CCPCS. Labels are not to be removed from the Chromebook or charger.
    c. The Chromebook and district-issued email account are the property of CCPCS and as a result may be subject to inspection at any time. The student should have no expectation of privacy of materials found on a Chromebook or school supplied or supported email service.
    d. Chromebooks and all CCPCS accessories will be returned during the final two weeks of school so they can be checked for maintenance.
    e. Chromebooks must be returned immediately when a student transfers out of CCPCS, is expelled, or terminates enrollment for any reason.
    f. Chromebooks and chargers will be turned in to CCPCS technology staff, when requested, in satisfactory condition. Chromebooks will be inspected for damage. In the case of damage, the student/family may be charged a fee for needed repairs, not to exceed the replacement cost of the Chromebook. CCPCS administrators will make the final determination about any charges levied for Chromebook repairs.
    g. All charges must be paid by the end of a student's senior year or students will not be able to participate in the graduation ceremony.
    h. If a student fails to return the Chromebook, the student/parent/guardian will pay the replacement cost of the Chromebook. Failure to return the Chromebook may result in the family being billed for the missing device. If the student is a senior in high school, their graduation may additionally be placed on hold until the issue is resolved.

2. **Taking care of a Chromebook**

Students are responsible for the general care of the Chromebook that they have been issued by CCPCS. Care must be taken to protect the screen, keyboard, and other elements of the Chromebook. Students are responsible for anything done using their assigned Chromebook or their login credentials. Chromebooks that are broken or fail to work properly must be given to

CCPCS technology staff for an evaluation of the equipment immediately. Chromebooks are the property of CCPCS and all users are expected to follow the Acceptable Use Policy.

a. Avoid using any sharp object(s) on the Chromebook. The Chromebook will scratch, leading to the potential need for repairs. Examples include, but are not limited to, scissors, keys, coins, pencils/pens, and jewelry.

b. Chromebooks do not respond well to food and liquids, as they can cause irreparable harm to the electronics inside of the device. The Chromebook can be cleaned with a soft, lint-free cloth. Avoid getting moisture in the openings. Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean the Chromebook.

c. Do not attempt to repair a Chromebook, or gain access to its internal electronics. If a Chromebook fails to work or is damaged, report the problem to CCPCS staff so we can repair/replace the device.

d. When carrying a Chromebook, hold it with two hands from the base, not from the screen, as the screen is fragile and may break easily.

e. Do not open the Chromebook past the natural stopping point of the hinge. Doing so will create stress on the screen and chassis and may break them.

f. Cords and cables, such as the charging cable, must be inserted and removed carefully to prevent damage to ports.

g. Chromebooks have a unique identification number and at no time should the numbers or labels be modified or removed.

h. Chromebooks must never be left in an unlocked locker, in an unlocked car, or in any unsupervised area. Chromebook security is the responsibility of the student.

i. Chromebooks must not be left in a vehicle or other location that is not temperature controlled. Damage may result if the Chromebook is left in an area with extreme cold or heat.

j. Chromebooks must be charged for use at school each day. This is the student's responsibility, but families/guardians are encouraged to support their students with this as well.

k. Chromebooks are assigned to individual students and the responsibility for the care of the Chromebook solely rests with that individual. Students should not lend their Chromebooks to another person.

l. Only individuals with a CCPCS email account can log into your Chromebook. This is for safety reasons and discourages others from using your assigned device.

m. Students must comply with trademark and copyright laws and all license agreements when using their Chromebooks. If you are unsure, ask CCPCS staff about what may constitute a violation.

n. Plagiarism is a violation of CCPCS rules. Give credit to all sources used, whether quoted or summarized. This includes all forms of media on the internet, such as graphics, movies, music, and text.

o. Online bullying is a serious offense that can take many forms across many platforms. Direct or indirect harassment of anyone in the CCPCS community is unacceptable and will result in disciplinary action.

p. Use or possession of hacking software is strictly prohibited and violators will be subject to CCPCS disciplinary action. Violation of applicable state or federal law may result in criminal prosecution.

Using a Chromebook at school

q. Chromebooks are intended for use at school each day, therefore, it is very important that students bring their assigned Chromebook every day. CCPCS cannot guarantee that there will be enough loaner devices in stock to support students who forget their device at home.

r. All software/apps must be approved by CCPCS. Students attempting to use proxies or other services to attempt to circumvent content filters may compromise network security. For this reason, such instances will be considered technology misuse and will carry associated consequences.

s. The Chromebook comes equipped with a built-in camera for both photo and video capabilities. There may be projects or other assignments where students will be asked to utilize these tools. When doing so, it is best practice and common courtesy to ask permission before recording or photographing an individual or group, and notifying the individual or group if the image will be posted online. Cameras may never be used in restrooms or other restricted areas. Inappropriate use of camera/video will result in disciplinary action, potentially including a referral to law enforcement depending on the severity of the violation.

Charging a Chromebook's battery

t. A charger will be issued with the Chromebook for charging at home. Chromebooks must be brought to school each day in a fully charged condition. It is highly recommended to charge your Chromebook overnight each night while sleeping, so that it is ready for a full day of learning each day.

u. In cases where the battery does run out during the class day, CCPCS will do its best to provide a charging solution, however these solutions are designed to be an emergency backup solution, not a replacement for correct overnight charging habits.

Network connectivity

v. CCPCS makes no guarantee that our network will be operational 100% of the time. In the rare event that our network is down, CCPCS will not be responsible for lost or missing data.

Repairing or replacing a Chromebook

w. Do not attempt to contact the Chromebook manufacturer service directly for repair questions. Please contact CCPCS so that we may address and resolve the issue quickly and efficiently.

Managing and saving digital work with a Chromebook

x. Because our Chromebooks are part of our school's network, student work should be saved to their Google Drive. Chromebooks do not have a high amount of storage space internally, however CCPCS has invested in a large amount of storage in our cloud environment.

Internet Privacy and Safety - Home Internet Access

y. It is important to note that the Chromebook does have a filter for the internet when it is connected to home WiFi. Parents/guardians should also take the necessary precautions for internet safety with students at home! Internet filters are not a replacement for family supervision. For more tips and information, please see the *Family Guide to Safe and Responsible Internet Use* in this packet.

z. Students are allowed to connect to wireless networks on their Chromebooks while outside of school. This will assist them with Chromebook use while at home, the public library, etc.

aa. All students should recognize and guard their personal and private information. While on the internet, students should not reveal personal information, such as birthdate, passwords, a home address or phone number of themselves or other students.

bb. Using another student's password or private information is a serious and dangerous offense and will result in disciplinary and possibly legal action.

cc. All activity on the Chromebook and district-issued email account, whether conducted at school or off site, is subject to search as CCPCS property.

dd. A student's school username and email cannot be used to log into any personal accounts. This includes, but is not limited to, Instagram, Twitter, TikTok, and other platforms.

Operating system on a Chromebook

ee. Chromebooks use a customized operating system known as ChromeOS. This operating system is slightly different for users who are used to Windows or Mac operating systems. In general, ChromeOS excels in the areas of simplicity and security, making it a popular solution for schools. If a school-issued Chromebook demonstrates any issues with its operating system, such as being unable to boot, please return it to a CCPCS staff member for repair/replacement as soon as possible to minimize the negative impact on instruction.

ff. Updating your Chromebook - When a Chromebook starts up, it should update itself automatically, so it has the most recent version of the Chrome operating system as long as it is powered off on a regular basis.

Frequently asked questions: Families

1. **What are my responsibilities as a parent/guardian in terms of replacement of the Chromebook if it is damaged, lost, or stolen?**
   a. Capital City PCS will be responsible for the repair and maintenance of Chromebooks for the normal wear of the unit that is covered by the limited general manufacturer's warranty. If the Chromebook is damaged, stolen, or lost, the family may be held responsible for paying to repair or replace the unit. Please note that by admitting your child as a student at CCPCS, you have already consented to reimburse technology damages per our IT policy manual.

2. **Will CCPCS be offering insurance for Chromebooks?**

   Yes, Capital City PCS is offering optional technology insurance known as Eagle Coverage. Please see below for more details!

   Eagle Coverage Policy Statement

   a. We want to ensure that our students have access to functional devices throughout the year. We heard feedback from families about having more functional and better devices, and we are pleased to offer an in-house warranty/insurance policy to cover repairs and replacements of devices.

   Eagle Coverage: Opting In

   b. To opt-in for this policy, there is a **non-refundable, one-time payment** for the duration of a student's attendance at a particular school (Middle School and High School) of $100 per device. Please inquire with the school's IT Director if you need support in acquiring our in-house warranty. We will implement a sliding scale for this warranty based on FARMS eligibility ($50 for Free and/or Reduced lunch).
   c. This payment will guarantee most repairs and/or replacements for each device throughout the school year. The repairs and replacements will be carried out by our in-house IT team, ensuring fast and efficient service.
   d. ***Note**: If individuals choose NOT to opt-in for the in-house insurance, they will be required to pay the **full price** of the damages and/or loss associated with their device, accidental or otherwise. Additionally, a student may still lose technology privileges if repeated, purposeful damage occurs.*

       <u>Process for Using Eagle Coverage</u>

e. To initiate a repair or replacement, individuals/families can submit a ticket via Incident IQ or send an email to <u>cchelpdesk@ccpcs.org</u>. A member of the IT team will check the student's profile to verify their enrollment in Eagle Coverage. Once an individual's status has been verified, a member of the IT department will provide them with a replacement device. If a replacement device is not available, the individual will be provided with a loaner device until the original device is repaired or replaced.

       <u>Conclusion</u>

f. By opting in for this policy, individuals/families can be assured that their child's device is protected against instances of damage or loss. We understand the frustration that comes with devices working improperly or constantly breaking, and we believe Eagle Coverage will mitigate that frustration. The proceeds earned from individuals/families opting in for Eagle Coverage will be re-invested into student technology needs at CCPCS. Opting in to Eagle Coverage will guarantee functioning devices for students throughout the school year and for years to come. We strongly encourage all individuals/families to consider this policy to ensure that their child's devices are always in good working condition.

3. **Does my child have to accept a Chromebook?**
   a. Yes. We considered a bring-your-own-device (BYOD) model, but decided against it due to security concerns. By using a school-issued device, we can ensure that your student's device is held to the same high security standards, protecting the data of our staff and students alike.

4. **As a parent/guardian, how do I monitor my child's use of the internet?**
   a. While your child is using the CCPCS Chromebook, there are filters in place similar to as if your child were using the Chromebook at school. However, filters do not replace parental supervision, so please monitor technology usage at home as needed. Please see the attached document entitled *Family Guide to Safe and Responsible Student Internet Use*. We also highly recommend resources from Common Sense Media (https://www.commonsensemedia.org).

5. **What if we don't have wi-fi at home?**
   a. Chromebooks are most effective as a learning tool when combined with wifi. If a family does not have wifi, they may submit a ticket at the Home Help email address below to request a hotspot. This will enable the family to access wifi at home.

6. **What if a student forgets to charge the Chromebook?**
   a. There will be limited opportunities for students to charge devices in classrooms. We strongly encourage families to help their students build the habit of charging devices at home overnight so that devices can be used throughout the day.

7. **Will students keep the Chromebook for the summer?**
   a. Chromebooks and all CCPCS technology accessories will be returned during the final two weeks of school so they can be checked for any service needs and prepared to use during the following school year. Exceptions may be made for students who participate in summer school classes that require the use of a Chromebook.

8. **Will students receive the same device each year?**
   a. Yes. Each student is assigned a specific Chromebook that they will continue to use. They will return it at the end of each school year and will be reissued the same Chromebook for the following school year. High school seniors will be responsible for turning in their device, accessories, and any damage/replacement fees prior to graduation. Similarly, students who transfer to a different school will also be expected to return their devices and accessories prior to transferring.

Have a question that wasn't covered here?

Submit a ticket to our Information Technology Services (ITS) team by emailing homehelp@ccpcs.org.

Responses are typically within 48 hours.

Family Guide to Safe and Responsible Student Internet Use

Capital City PCS recognizes that with new technologies come new challenges to both students and families. Below is a series of suggestions drawn from current research on best practices that may aid families in effectively guiding their student's use of the Chromebook.

1. **Take extra steps to protect your child**. Encourage your child to use and store the Chromebook in an open area of your home so you can monitor what your child is doing online. Use the internet with your child to help develop safe habits.

2. **Go where your child goes online**. Monitor the places that your child visits. Let your child know that you're there, and help teach them how to act as they work and socialize online.

3. **Review your child's friends list**. To ensure your child's safety, you may want to limit your child's online "friends" to people your child actually knows in real life.

4. **Consider limiting your student's time on the Chromebook**. While the Chromebook is an engaging device, it is designed for school work. Ensure that your child's device has sufficient battery life to engage in class activities.

5. **Report unwelcome or malicious online threats**. Report cyberbullying or suspicious online activity to CCPCS staff as soon as possible so we may work to resolve any issues.

6. **Help your child develop a routine**. Many parents have found success by helping create a routine for their child's computer use. Define a routine as to how the Chromebook is cared for and when and where its use is appropriate.

7. **Become familiar with the apps or programs that your child uses**. Taking some time to get accustomed to the primary learning apps that your child uses will help you to support them in their academic journey.

8. **Want to learn more about how to set your child up for success?** Common Sense Media provides a comprehensive guide on how to ensure that your child is safe online, including resources on cyberbullying, screen time, social media, and much more at https://www.commonsensemedia.org/.

Technology: Student Expectations

Students at Capital City PCS are provided with the technology to be successful in their educational endeavors. Student equipment and resource access are based upon the student needs as determined by teachers, administrators, and school technology specialists. All students of Capital City must adhere to the Student Technology Acceptable Use Policy (AUP). The Student Technology Acceptable Use Policy applies to all students using our technology equipment, software, services, and network.

Hardware

All Capital City PCS students can expect to use a range of technology equipment during the school year. Capital City PCS is responsible for general maintenance and technology support on all school-owned equipment, but students are expected to follow standards of care when using equipment. Students are expected to notify a teacher or staff member when they discover damage to equipment. School equipment should only be used for educational purposes. Students and their families may be held financially responsible for intentional damage to equipment, or damage that results from neglect, or loss of equipment.

Student Personal Devices

Cell phone use by students is not permitted at Capital City PCS. Use of Capital City PCS Wireless network with student cell phones is prohibited. The Help Desk does not offer support for student-owned devices not authorized for use on campus by school administration and the IT Department.

Student-owned computers/tablets used for academic accommodations (ie, per IEPs or 504 Plans) or with permission of school administration are permitted to access Capital City PCS wireless network. Any student needing help accessing the wireless network should visit the Help Desk in room 307.

Internet and Network

All classrooms have internet access, and students in grades 3 through 12 are assigned an individual network login account. Students are granted access to the internet after parents have agreed to the school's Student Technology Acceptable Use Policy during student enrollment. Students are responsible for good behavior everywhere in Capital City PCS, and this extends to conduct on the school's computer network. Students are expected not to use excessive amounts of computer resources, including but not limited to internet bandwidth and printing supplies.

Student Email and Google Workspace

Capital City PCS supplies all students in grades PreK-12 a Google Workspace account. These accounts are used as the primary email address for student-teacher communication, as well as school-related projects hosted on Workspace and additional related services. Students will be able to access their Google Workspace account outside of school. Additional services may be added to student accounts as seen fit by school administration.

This account will be considered the student's official school email address until such time as the student is no longer enrolled in Capital City Public Charter School.The account will remain active for 6 months after graduation from Capital City PCS, except in cases where students violate the rules of this document. The account is deleted immediately after transfer or expulsion from Capital City PCS.

Privacy

We take both the privacy and security of our student's electronic content seriously, and we are committed to ensuring a reasonable expectation of privacy is balanced with the maintenance of a safe school network. Capital City PCS cannot and does not guarantee the security of electronic files located on the Google Workspace.

School network and computer storage areas may be accessed by school administrators to review files and communications, maintain system integrity, and ensure that users are using the system responsibly. Capital City strives to maintain a level of privacy for student content, but school administrators, school staff, and teachers may be provided with access to student content in order to facilitate lessons and review student conduct. Electronic content on the student's Google Workspace account, school networks and computers are subject to review by the school at any time, with or without notice, with or without cause, and without the permission of any student or parent/guardian.The school reserves the right to access.

Prohibited Conduct

Students are strictly prohibited from accessing the files, messages, images, and videos of others Google Workspace accounts without permission. Student users are also prohibited from accessing the network accounts of others and electronic content on school servers or computers belonging to others without permission. Students are prohibited from using school technology for any unauthorized or unlawful purpose.

The activities listed below are not permitted:

- Damaging or modifying computers, disrupting and/or attempting to disrupt computer systems, or computer networks
- Sending, viewing or displaying offensive messages or pictures (including, but not limited to, pornographic, obscene, or sexually explicit material, sexual comments, and jokes or images that would violate school policies)
- Using obscene language
- Bullying, harassing, insulting or attacking others (as defined by the Student Handbook)
- Violating copyright laws or trying to pass off material copied from the Internet as your own
- Using others' passwords or disclosing your password to an unauthorized person
- Trespassing in others' folders or school accounts.
- Using the network to share personal information about yourself or someone else, such as name, phone number, address or photo, without permission from a staff member and parent/guardian
- Malicious editing of shared documents
- Misrepresentation of Capital City PCS online.
- Intentionally wasting limited resources including excessive printing and use of internet bandwidth
- Uploading, downloading, or copying software without the authorization of a staff member
- Not complying with explicit teacher directions when using technology

Access to Capital City PCS hardware, network and internet, and email is a privilege. The school maintains the right to immediately withdraw access and use of any services when there is reason to believe that violations of law or school policies have occurred. Actions that violate these policies may warrant additional consequences in accordance with school discipline policies.

If damage, theft, or loss occurs, the organization may hold users financially responsible for the replacement of IT equipment if negligence is determined.

If loss or damage occurs and the user is unaware of how it occurred, the organization may determine such inattention to be negligent.

A charge of negligence may be accompanied by a request for payment, not to exceed the cost of replacing the missing or damaged equipment with an equivalent item. If the replacement value of the equipment is over $1,000, the user will be held responsible for the depreciated value of the item. If the replacement value of the equipment is under $1,000, the user will be held responsible for the cost of replacement with a new equivalent item.

Keyboard shortcuts

Copy Ctrl + c	**Paste** Ctrl + v
Undo (works for almost any program or app) Ctrl + z	**Delete** Alt + backspace
Select All Ctrl + a	**Close Tab** Ctrl + w
Caps Lock Alt + q	**Find on Current Page** Ctrl + f
Zoom In Ctrl + +	**Zoom Out** Ctrl + −
Take a Screenshot Ctrl + ▢	**Take a Partial Screenshot** Ctrl + Shift + ▢
Lock Screen Ctrl + Shift + L	**Log Out** Ctrl + Shift + q
Minimize Window Ctrl + −	**Maximize Window** Ctrl + +
Dock Window Left Alt + [	**Doc Window Right** Alt +]

Show Keyboard Shortcut Overlay
Ctrl + Alt + ?

Accessibility and language settings

Adjusting Language Settings

To change the language settings on a Chromebook, open the **"Status Bar"** on the bottom right corner of the desktop. The expanded view of this window will show a settings (gear) icon..

Step 1 → Select "Advanced"

Step 2 → Access the "Languages and input" section, and select "Language"

Step 3 → Choose the language you would like to use

> ....*if your language is not included in the list*
> - Select "Add languages"
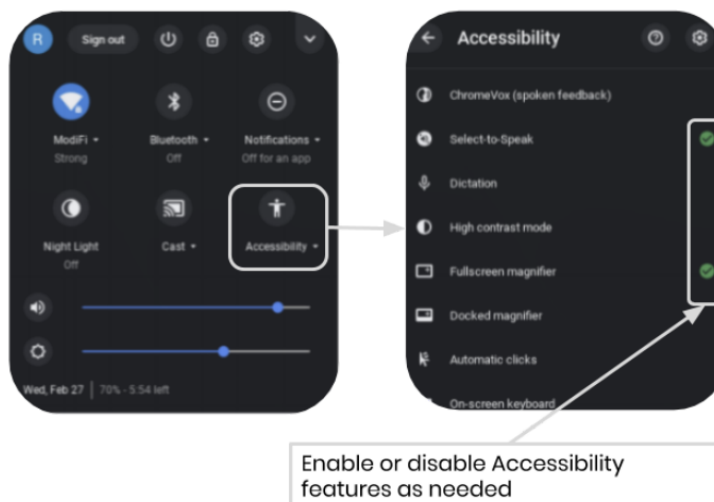> - Select the language you want and press "Add".

Once you have selected your language, select the more button (⋮) and you will be given the opportunity to specify how you want to use the language. Your options include:
1. "Show menus in this language"
    - Select "Show system text in this language"
    - Restart the device

2. "Show webpages in this language"
    - Select "Move to the top" to prioritize this language at the top of the list.
    - If you would like Google Chrome to translate the webpages also, select "Offer to translate pages in this language"

Accessibility

You can enable the Accessibility features by opening the "Status Bar" menu and selecting "Accessibility". This will open a menu of available accessibility features, select features as needed.

Features include: ChromeVox (spoken feedback), Select to Sleep, Dictation, High contrast mode, Fullscreen magnifier, Docked magnifier, Automatic clicks, and On-screen keyboard.

Enable or disable Accessibility features as needed

Troubleshooting common errors

Issue:	Key Commands
The Chromebook has crashed or the screen is frozen	Turn the machine off and on again by holding the Power button.
The screen isn't powering on	Reset the machine by pressing: **RELOAD/REFRESH + POWER**
The Chromebook is sluggish	Reset the machine by pressing: **RELOAD/REFRESH + POWER**
The keyboard is not responding	Reset the keyboard by holding the following keys: **Click + SHIFT + ALT**
The touchpad is not responding	Reset the machine by pressing: **RELOAD/REFRESH + POWER**
The power button won't work	Sometimes the Power Button will not wake up the machine, even when you know the battery is fully charged. Wake up your machine, by following these steps: 1. Close the lid of your Chromebook 2. Plug your power cord in and connect to your Chromebook 3. Open the lid of your Chromebook without pressing any keys This should reactivate the Power button.
The home screen image is rotated or upside down	Hold the following keys: **CTRL + SHIFT + RELOAD** *This will rotate the entire screen by 90 degrees each time it is pressed*

There is no sound when headphones are plugged in	Follow these steps to troubleshoot your audio settings:
	1. Make sure headphones are plugged in fully and properly and there isn't any debris blocking the port.
	
	2. Make sure the Chromebook is not in "Mute Mode" by pressing the
	3. ◀) 4. Clear the cache and reboot:
	   a. Open **Chrome**
	   b. At the top right, click More ( ) ⋮
	   c. Click **More tools** > **Clear** ˎ browsing data
	   d. Choose a time range, like **Last hour** or **All time**
	   e. Select the types of information you want to remove
	      i. Do all
	   f. Click **Clear data**
	   g. Restart the Machine

Websites aren't loading	Clear the cache and reboot: 1. Open **Chrome** 2. At the top right, click More ( ) ⋮ 3. Click **More tools** > **Clear** browsing data 4. Choose a time range, like **Last hour** or **All time** 5. Select the types of information you want to remove a. Do all 6. Click **Clear data** 7. Restart the Machine