HTSD Parent & Family Technology FAQ

Is there any training for parents & families in regards to remote learning?

The Instructional Technology Facilitators in HTSD have been creating an array of online resources for staff, students, and the community. You can access these items by following their Youtube channel or visiting their website.

What if my student does not have access to a device at home?

Please reach out to your school principal to get a district-issued device.

If I want to buy my own device, what device should I purchase for my student?

While there are a number of different devices available to support Remote Learning, we are currently using these model chromebooks with our students:

HP Chromebook x360 Education Edition   HP Chromebook 14" G1

Any chromebooks similar to these will work for most programs the district is utilizing for Remote Learning. Please note if a student is taking certain AP exams they will require a different type of device. For questions about AP exams, please contact your student's school.

Where do I go for Powerschool questions?

For questions about Parent Portal, please visit our Parent Portal page on the district website or email parentportalhelp@hamilton.k12.nj.us.

How do I troubleshoot problems with my student's district device?

Please click on this link from our Technology Department in regards to troubleshooting steps for your district assigned chromebook.

If any other issues arise please contact techsupport@hamilton.k12.nj.us.

How can I access the internet if I am not already signed up with an internet service provider?

Regarding Internet Access

Major telecommunications providers are have agreed to the following for a period of at least 60 days:

- Providers will not terminate service to any residential or small business customers due to an inability to pay;
- Providers will waive late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic;
- Providers will open their Wi-Fi hotspots to any American who needs them.

Over a dozen companies have signed the pledge, including Altice USA and Comcast.
Altice USA (Optimum) turned on an "optimumwifi emergency" network anywhere optimum is available for families to access the Internet.

They are also offering Altice Advantage 30Mbps broadband 60 days free to any new customer household with K-12 and/or college students who may be displaced due to school closures who do not currently have home Internet access. Call 866-200-9522 to apply.

Comcast is announcing a 60-day complimentary Internet Essentials Program for low-income residents in Comcast's service areas. The 60-day courtesy program is available to new Internet Essentials customers.

We also recommend those who can not access these use the mobile hotspot on their cellular service as most major providers are extending their data caps.

What do I do if the Internet in my home is not working?

If you already have an Internet Service Provider and your internet is slow or not working at home, please try rebooting your router or contacting your Internet Service Provider.

What are some frequent troubleshooting issues seen with devices at home?

Issues Logging out of Accounts (Multiple Students on One Computer)

1. **Use the chrome browser. Don't have the Google Chrome browser? [Download it.](#)**
2. In the top right corner click the circle icon that looks like a person
3. Click Sign in to Chrome
   - Sign in with Student 1 info
   - Link Data and allow
4. Go back up click on same top right icon might have a student initial or picture icon
5. Click + Add Person
   - Enter name and pick icon
6. Click add
   - A new window will open
7. Click on the top right corner icon again
8. Click turn on sync
   - Sign in with Student 2 info
   - Link Data and allow

Repeat the steps for however many students are on one computer. This will create separate icons on the desktop and allow for separate browsing sessions for each student. This will prevent students from being logged in as one another and getting other password and account info mixed up

Below is a video we created showing how to sign in.
[How to Sign into Chrome](#)

Google Classroom & Other Google App Issues on Smartphones/Tablets

Some teachers and students have been getting errors similar to this when using the Google Classroom App "You do not have access to classroom, please contact your domain administrator"

- If you have a personal (non hamilton.k12.nj.us) Gmail address on your phone the App sees and tries to log into Google Classroom with that account, you need to add you hamilton.k12.nj.us account to your phone or app

ANDROID
1. Open your phone's Settings app.
2. Tap **Accounts.** If you don't see "Accounts," tap **Users & accounts.**
3. At the bottom, tap **Add account.**

4. Tap the type of account you want to add.
5. **To add your Google Account,** tap **Google**. When you sign in with a Google Account, the email, contacts, calendar events, and other data associated with that account automatically sync with your phone.

iOS (Apple)
1. Go to Settings > **Passwords & Accounts.**
2. Tap **Add Account**, then select your email provider.
3. Enter your email address and password.
4. Tap Next and wait for Mail to verify your **account**.
5. Choose information from your email **account**, like Contacts or Calendars.
6. Tap Save.

Websites not loading

- For a similar in school device experience, reliability, and ease of troubleshooting, please use the Google Chrome Browser on all device
  [Download Chrome](#)
  [How to Sign into Chrome](#)