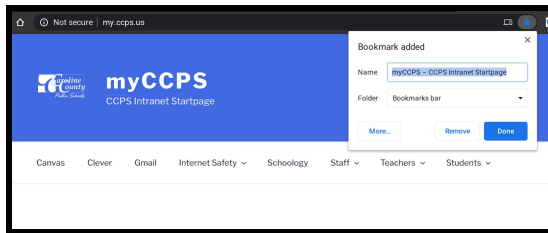




The CCPS 10 Essentials for a Successful Elementary VIRTUAL First Day

1. Practice logging into your device (personal or school-issued) before Tuesday.
 - a. For CCPS-issued chromebook, log in with your school account information (Google account) and password (lunch number twice). Go to your Chrome browser and log into Canvas from the [intranet](#) page.
 - b. [Using a Clever badge to log onto a chromebook](#)
 - c. [Using a Clever badge to log onto an ipad](#)
 - d. For personal devices, open your browser and go to the [intranet](#) page. Be sure to bookmark this link (star and save to bookmark bar) for ease of use. You must log into your Google account before accessing Canvas.



2. Locate a quiet place to learn.
3. Ensure that your device is fully charged.
4. Be patient with your device, family, and teachers. Watch the short video on [Canvas Dashboard](#).
5. Smile!
6. If you are having connectivity problems, restart your Chromebook, hold the power button and click the "Power off" button that appears. Wait a few seconds and power the device back up.
7. Trouble with your ipad, try turning off the wifi and reconnecting.
8. If your hotspot does not work in your home or you have any TECH problems, please contact your home school.
9. Technology Helpline hours are 7:30 a.m. - 10:00 a. m. Please leave a voicemail if calling outside of the established helpline hours including your name, phone number, email, and TECH issue. Someone from the tech hotline will contact you by phone or email.
 - a. **BGES main number 804-633-6561 helpline extension 3300**
 - b. **LCES main number 804-633-9886 helpline extension 6600**
 - c. **MES main number 804-633-5088 helpline extension 2500**



10. In addition, you may also enter a help desk ticket online. Click on **HELP** below!

