Guidance for Technology Questions & Concerns from Families

1. Some essential Apps have not been loaded on the student devices.
   - Zoom, Google Classroom, etc.
   Since Apps are pushed out to student devices by the IT Department remotely, families may need to return to the school parking lot and wait for the App to download with a stronger WiFi connection. If you are missing an essential App, then please contact your child’s teacher to ensure that you are taking the right next steps to solve this problem.

2. If you are having trouble logging in with your child’s username & password, then please take the following steps:

   A. Contact your child’s teacher to confirm the correct username and password. Then try logging on again.

      User name will be:
      Students First Name Initial, Last Name Initial, Last four digits of Student State Id:
      Example for Cecelia Eriacho 123456789 = CE6789

      Password will be:
      Student’s Full Birthday:
      2 digits for the Month, 2 digits for the day, 4 digits for the year
      Example for April 1, 2020 = 04012020

   B. If you are still unable to log on, then please contact your child’s teacher again. The teacher will contact the IT Department for help with your child’s log in access.

3. If there is a different student’s information automatically saved on the device (sometimes an issue with iPads), then please bring your device back to the school. It will need to be reset by the IT Department. The school will contact you when it is ready to be picked up again.
4. If you are having issues with accessing the internet through the District provided Kajeet Hotspot, then please take the following steps:

A. **Check the model number and bring the Kajeet back to the school if it is among the out of service devices.** See information from ZPSD below on how to determine if the Kajeet is out of service:

This is a message regarding the **Kajeet Hotspots with the model number SA 2100.** These Kajeet hotspots will need to be returned back to the schools that they were checked out from, in the original box that they came in. The model numbers are located on the bottom of the Kajeets. These Kajeet Hotspots are using a network that is not available in Zuni. Also, if you have requested more than one device for the household, please return the additional ones, back to the schools. At this point, we only have enough for one per household. These devices should only be used for educational purposes and are not intended to be used for entertainment. Hours of usage are restricted and are not available between the hours of 11 pm and 6 am. Any questions or concerns please contact your child's school site administrators.

B. **Ensure that you are only attempting to log on between the hours of 6:00 am - 11:00 pm.** The Kajeets have an automatic time lock which prevents logging on late at night and early in the morning.

C. **Consider your internet usage and make sure that the Kajeet is only being used for educational purposes.** ZPSD purchased the maximum data plan for each of these hotspot devices, but the monthly allowances still have a cap. Once the monthly data allowance is exceeded, the Kajeet will revert to a much slower bandwidth, much like exceeding data on your cell phone. These devices are set up with strong web filters and limited monthly data, which means their use should be focused on educational purposes only, not entertainment. If you utilize the Kajeet to stream too many videos or play games, then you will likely run out of data before the end of month. Please limit use of the Kajeet Hotspots accordingly.

D. More Kajeets will be available at the beginning of next week. Please look for communication from the school/district about when and where to pick up a Kajeet HotSpot. The HotSpot devices are for **families without internet access at home.** Please do not pick up a device if you already have WiFi available in your home. There are not enough devices for every family to have one. If you take a Kajeet HotSpot and you do not actually need it, then
you are possibly restricting access for another family. Thank you for your honesty and consideration.

E. **There are Wireless Internet HotSpots installed throughout the Village.** These are intended to be used as an alternative for those students or families who are having trouble connecting at home. We realize that it is not sustainable to do school work every day in one of these locations, but they are available as a back up if you are having connectivity issues. The locations and instructions for logging in are listed below:

   *The tribe installed 5 access points within the village:*
   - ZHS Football Field Parking lot
   - Tribal Building
   - Public Library
   - Halona Marketplace
   - Halona Plaza

   the name of the broadcast signal:
   - HomeworkHub
   - there is no password

5. If you are **having problems with your device, or have paperwork to drop off** at the school, then **please utilize our contactless drop-off in the Multipurpose Room/Gymnasium.**

   A. Enter through the doors on the West Side of the building. See our health staff for a COVID screening and temperature check. **Do not come to the school if you are sick! Please send someone else in your place.**

   B. The drop off procedure for devices, paperwork and general communication will be clearly marked. Fill out a form with your name, request for assistance and contact information, then leave your items for drop off in a provided bin/bag with your form.

   C. If you need further assistance, then please call the office. **Parents, families and community members are not allowed in the building other than the contactless drop-off area.** We are doing everything we can to minimize the spread of COVID-19 in our community and ask that you please follow all COVID safety guidelines when coming to the school. **Wear a mask, wash hands, sanitize, and maintain social distance. Thank you!**