

Technology Support for Families/ Chromebook-Zoom Tips

[SDUSD_Tech Support Link](#)

[Chromebook Care](#)

Here are some tips. Have students/Families try these steps.

Resetting Chrome and removing Extension fixes many issues.

After you complete all these steps and they still cannot sign in to Zoom call 619-732-1400. Helpful link

https://www.sandiegounified.org/UserFiles/Servers/Server_27732394/Image/Banner/Homepage%20Banners/Family%20Technology%20Support%20Flyer%20Eng_Span.pdf

Login through <https://sandiegounified.zoom.us/> log out. Then log in using your students log in (example 123456@stu.sandi.net, and password)

Updated Troubleshooting for joining Authenticated Meetings

-These three problems solving procedures will resolve most issues when joining authenticated Zoom meetings from a district Chromebook. Please try in order. For example, if #1 doesn't work, try #2. If #2 doesn't work, try #3.

1. Sign in through sandiegounified.zoom.us before joining the meeting -<https://youtu.be/WCeYVd87zBw>
2. Uninstall the Zoom extension. https://youtu.be/04_lvWh2pXY
3. Sign in into extension with SSO. <https://youtu.be/8q4dfmkfgdE>

(Here are some links.)

<https://sites.google.com/sandi.net/instructionalcontinuityit/technology-support-for-families?authuser=0>

1 Sign in as your student. Remove Extensions.

https://support.google.com/chrome_webstore/answer/2664769?hl=en

Remove Extension in Chrome Browser

1. Open Chrome.
2. Select More Tools from the three dots in upper right corner , then More tools, then Extensions.
3. Next to the extension you want to remove, select Remove.
4. To confirm, select Remove.

2 Reset Chrome.

<https://support.google.com/chrome/answer/3296214?hl=en>

Reset Chromebook to Factory Setting

You might need to do this if apps or extensions you installed changed your settings without your knowledge. Your saved bookmarks and passwords won't be cleared or changed.

1. Open Chrome.
2. At the top right three dots, click More , then Settings.
3. At the bottom, click Advanced.
4. Under "Reset Settings," click Restore settings to their original defaults.
5. Click Reset Settings.

3 Remove Themes.

Remove Themes/ Reset Appearance

Personalized Chrome themes appears around the border of the browser and as the background when you open a new tab. Your Chrome themes are stored in your Google Account, so when you sign into Chrome on any computer, you see the same theme. Removing themes may resolve various issues displayed in browsing window.

1. Open Chrome.
2. At the top right, click More , then Settings.
3. Under "Appearance," click Reset to default. You'll see the classic Google Chrome theme again.

Many students are loading Chrome extensions to play games and more. This can affect the way Chrome performs on Chromebooks and on Windows devices. Resetting Chrome and deleting extensions is a great way to start. Do this logged in as the user (Student), these setting follow the user in Chrome.

<https://support.google.com/chrome/answer/3296214?hl=en>

https://support.google.com/chrome_webstore/answer/2664769?hl=en

Technology: To increase the safety of live video lessons, there is a special link for students and teachers, <https://sandiegounified.zoom.us/>. Students can only access their lessons through this link. For more assistance visit [Technology Support for Families](#).

Phone Number	Services Offered	Hours
619-260-2460 Press Option 1 (English/Spanish)	Help for families navigating Internet Options (Cox, Spectrum, ATT, Request for Hotspots, etc.)	7:30am-3:30pm Mon-Fri
619-732-1400 Dedicated/Direct (English/Spanish)	Dedicated technical support for families during Distance Learning	6:00am-7:00pm Mon-Fri 9:00am-1:00pm Sat

IT UPDATES

TECHNOLOGY RESOURCES FOR FAMILIES

- Technology Support for Families Online Resources - <https://bit.ly/sdusditsupport>
- Technology Support for Families Flyer - [Link](#)

TECHNOLOGY SUPPORT CENTERS OPEN FOR STUDENT DEVICE EXCHANGES (LOCATIONS WITH DIRECTIONS FOR FAMILIES NOW AVAILABLE)

- IT has four Technology Support Centers for Families to exchange broken student Chromebooks and for hotspot pickups. We encourage families to continue to call the Family Technology Support Line 619-732-1400 for initial troubleshooting, but Principals may also now direct families to exchange student Chromebooks when needed to one of the four Support Centers. Please share the [SDUSD Family Technology Support Center Locations 2020-21](#) info with families, it will also be located on the [Technology Support for Families](#).

Related info:

- *Technology Support Centers are NOT staffed to support Chromebook distributions, please continue to schedule the initial Chromebook pickups at the schools.*
- *IT does not recommend having families exchange broken/not working student Chromebooks at your school, you may direct them to exchange a device at one of the four Technology Support Centers. Once schools go back to 'in person', there will be an exchange process that is setup and shared, but not during Online learning. We also want to make sure you have enough student Chromebooks to hand out for new enrollments at your schools.*

Need help with your district Chromebook or other Online Learning devices?

*For technical support, call the **Online Learning Technical Support Line at (619) 732-1400.***

Hours of operation are 8 am - 5 pm, Monday - Friday.

Saturday Hours: 9 am - 1 pm through October 31

***Note:** Many issues with Chromebooks can be resolved by restarting the device. Students and parents can refer to the resources provided on this page for simple steps that will resolve the majority of issues not related to damage.*



District links

<https://docs.google.com/presentation/d/1nPuglHeuj2JpbU4ofBeX1hGcRZQXDt4DLrFwX2khukw/edit#slide=id.p4>