

## Parent/Student Technology Troubleshooting

**Scenario 1 – Student cannot log into the Chromebook with student id and password (the password you use to log-in to the Chromebook)**

**Solution:**

1. Sign out of the Chromebook
2. Shut the Chromebook down (**do not simply close the Chromebook up, you MUST choose the shutdown option and let the Chromebook power down**)
3. Power the Chromebook back up
4. On the log on screen put in your student log-in in the following format (ex. **1234567@student.cms.k12.nc.us**) the student **MUST** use the **student.cms.k12.nc.us** format on this screen.
5. Choose Next
6. Put in your Google password (**the password you use to log-in to the Chromebook**)
7. Choose Next
8. If your password **DOES NOT** work (**after verifying that the password was entered correctly**), you can request that your Google password be reset by contacting **ANY** of your teachers **OR** the Technology Associate using the technology link on the school's website.
9. Once your password has been changed and you have been provided the new password, you will follow the log in process stated above and putting in your **NEW** (reset) password provided to you. **NOTE:** the New password will be your birthday in the following format (**YYYYMMDD**) but **DO NOT** enter this **UNTIL** you have been notified that your password was changed
10. Choose Next after entering the **NEW** password
11. You will be asked to set up a new password **AGAIN**
12. The new password **MUST** be your birthday in the following format (**MMDDYYYY**)
13. Choose Next and you should be able to get into the Chromebook successfully

**IF YOU ARE ASKED TO PUT IN YOUR OLD PASSWORD TO RESTORE LOCAL DATA** – this is a separate issue that will require you to bring your Chromebook back to the school and swap it out for a replacement Chromebook.