



Student Tech Tips & Troubleshooting

PERSONAL (BYOD) DEVICES:

- Refer to p. 2 for specific grade level device requirements.
- If your device cannot hold a charge all day, please bring your charger to school.
- Protective device case is recommended.

INTERNET ACCESSIBILITY:

- Make certain you are connected to *Wi-Fi*.
- *Chrome* is the preferred default browser.
 - Some features of *Canvas*, *Zoom* and *Office 365* may not be compatible with other browsers.
- When using any Apps, make certain your device operating system is updated to the latest version.

CANVAS:

- **Students** make certain you are logging into Canvas-Student:
 - *Canvas* uses your *school email address* as your login. Save the link to your browser.
 - Use your *SCS email* to communicate with your teachers.
 - Easily submit assignments using the *Canvas Student App*.
 - Update to the latest version of the *Canvas Student App* for best success.
 - In iOS, configure App settings to "Allow Cross-Website Tracking" to fully view course links.
- **Parents** please set up an observer account and access via the *Canvas-Parent link*.
 - *Details and instructions can be found on our website under [MySCS/Parent Resources](#)*

OFFICE 365:

- Students can use the online version of *Office 365* or download *Office 365* on your personal computer.
 - Go to the SCS Web site under [MySCS/Student Resources](#) to select *Office 365*.
 - *Office 365* uses your school email address as your login.
 - The Install Office tab is located in the upper right corner of the screen.

TIPS TO SUCCESS USING THE ONE-TO-ONE DEVICE PLATFORM:

- **Close extra browser windows & apps that are not class related.**
- Restart your device on a regular basis, twice a week is recommended.
- Ensure your devices is charged each night.
- Confirm you are properly connected to the Wi-Fi.
- Ensure you are using your SCS provided email & password for logging in to school-based learning platforms such as *Canvas* & *Office 365* (for *OneDrive* & *MS Office Tools*)
- Save your work to your **SCS OneDrive** account prior to submitting in *Canvas*.
- Confirm submission of assignments as any interruption in Wi-Fi, such as closing your device, moving from room-to-room or logging off *Canvas* can cause incomplete entries.



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ELEMENTARY (K-2):

- Students will need access to a device at home to use as directed by their teacher.
- To ensure student success, make certain to log in to your student *Canvas* account.
 - Teachers or the office can provide login credentials once the school year begins.

ELEMENTARY (3-6):

- Students will need a laptop to be used both on-campus and at home each day.
 - While they may not be using their personal devices each school day, it is important they have their device with them so they are prepared.
- To ensure student success, make certain to log in to your student *Canvas* account.
 - Teachers or the office can provide login credentials once the school year begins.
- Save the SCS web site as a shortcut on your desktop and/or to your favorites in your browser.
 - There is a link for *Canvas* located there for quick access or save the link as a favorite in your browser.
- Set up *Zoom* access as a link/favorite in your browser.

SECONDARY (7-8):

- Students will need a laptop to be used both on-campus and at home each day.
 - While you may not be using your personal devices each school day, it is important to have your laptop with you so you are prepared.
- Save the SCS web site to your favorites in your *Chrome* browser.
 - There is a link to *Canvas* there to make it easily accessible or you can save the *Canvas* login link as a favorite in your browser tab.
 - If you have a phone that you use as well, download the latest version of the *Canvas Student App* as this is helpful for checking grades, submitting pictures for homework, and quickly reviewing announcements and assignments due.
- Download the *Teams App* to your desktop.

SECONDARY (9-12):

- Students will need a laptop to be used both on-campus and at home each day.
 - Teachers will regularly utilize our various tech tools & platforms with high school students thus necessitating a one-to-one device expectation.
- Save the SCS web site to your favorites in your *Chrome* browser.
 - There is a link to *Canvas* there to make it easily accessible or you can save the *Canvas* login link as a favorite in your browser tab.
 - If you have a phone that you use as well, download the latest version of the *Canvas Student App* as this is helpful for checking grades, submitting pictures for homework, and quickly reviewing announcements and assignments due.
- Download the *Teams App* to your desktop.