



BPS Technical Assistance for Continuation of Learning

Welcome to BPS Distance Learning Phase II and III. During this transition, you may need some technical assistance. This resource outlines most concerns you may experience.

Click on the quick link to your specific question below:

[Students/Families](#)

[I am a student or a parent and can't get online.](#)

[I need a Chromebook.](#)

[I am a student and I don't know how to submit my work./I don't know how to make a copy of a google document](#)

[I am a parent and need support with Google.](#)

[I cannot print documents from my Chromebook.](#)

[My Chromebook will not charge or how do I charge it](#)

[How can I scan my child's work to send it to the teacher?](#)

[How do I view PDF if my device won't let me?](#)

[The Chromebook I loaned from Bristol Public Schools is requiring a Google log-in. What do I do since my Pre-K through 2nd grader does not have their Google Username at this time?](#)

[I am having difficulty accessing documents using a tablet.](#)

[Educators](#)

[I am a teacher and need support with Google.](#)

[I am a teacher and need support with SeeSaw.](#)

[What tutorials does BPS recommend for teachers who want to learn more?](#)

Students/Families

I am a student or a parent and can't get online.

The Connecticut Department of Education has shared [these resources](#) to aid in helping families get connected to internet access.

I need a Chromebook.

Call your child's principal; the need is to be vetted through each school principal. The principal will communicate to Dr. Dietter or Mrs. Browne.

I am a student and I don't know how to submit my work./I don't know how to make a copy of a google document

Students who are struggling to submit their work should first email their teacher.

Teachers may provide suggestions such as the ones below:

- *Teachers can make a copy of the worksheet for the student and email it to them.*
- *Students can view the worksheet on-line and use paper and pencil to respond. Take a photo and then email it to the teacher.*
- *Students can view the worksheet on-line and use another program that is more easily accessible to families to type their responses. Email as an attachment.*

I am a parent and need support with Google.

Email your child's teacher, they should be able to support all the questions you might have. Teachers' email addresses can be found on your school's website, or you can view them in PowerSchool.

I cannot print documents from my Chromebook.

District-owned Chromebooks cannot print to home computers. Contact your child's teacher for other ways of submitting the assignments.

My Chromebook will not charge or how do I charge it

Check the power cord connection to the power brick and make sure it is snug



Plug the charger into the side of the Chromebook that shows the power icon

The power plug goes into the slot on the LEFT side of the chromebook.



The charger gets plugged into the left side. Please note the small power plug icon next to where you plug in the power



How can I scan my child's work to send it to the teacher?

From an iOS device:

You can scan documents directly into Google Drive by tapping the "+" button in the lower-right corner of the home screen. When the menu slides up from the bottom, select "Scan". It may ask for permission to access the phone's camera. If so, tap on "Allow".

From an Android device:

Open your Google Drive app on your phone and tap on the plus sign in the circle at the bottom. Tap on the Scan icon that looks like a camera. Point the camera at the document and tap on the round button to take a picture. You can now refine your scan.

How do I view PDF if my device won't let me?

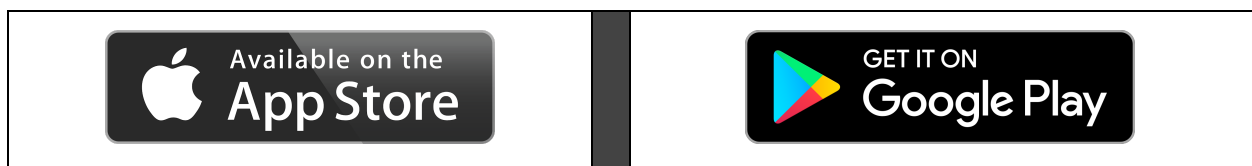
Using Google Chrome PDFs *should* open in a Chrome tab.

The Chromebook I loaned from Bristol Public Schools is requiring a Google log-in. What do I do since my Pre-K through 2nd grader does not have their Google Username at this time?

In Phase 2 of learning, Pre-K through Grade 2 do not need to log into their Google Chromebooks using a bristol12.org email. They may browse as a guest. You will see the link to Browse as Guest at the bottom left of the screen.

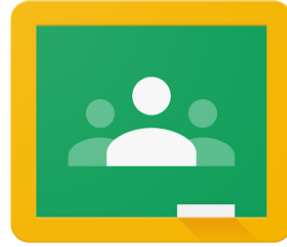
I am having difficulty accessing documents using a tablet.

Most of the documents included within the continuation of learning plans have been created using the applications within the Google Suite. Often, these apps are not pre-loaded on tablets. You may need to download the apps in order to access the documents. These quick links could help.





[Google Classroom \(iOS\)](#)



[Google Classroom \(Android\)](#)



[Google Drive \(iOS\)](#)



[Google Drive \(Android\)](#)



[Google Docs \(iOS\)](#)



[Google Docs \(Android\)](#)



[Google Slides \(iOS\)](#)



[Google Slides \(Android\)](#)

Educators

I am a teacher and need support with Google.

Talk to your Google Grade level Coordinator or HS Google Mentor

I am a teacher and need support with SeeSaw.

[Remote learning with Seesaw](#) By accessing this webpage, teachers will have access to many resources, including a daily 3:00pm webinar.

Teachers--do not set up Seesaw accounts yet. The district will manage and communicate the set-up.

- [Brand New to Seesaw: Pre K-2](#)
- [Brand New to Seesaw: Pre K-2 \(Part 2\)](#)
- [First Five Activities PK-2](#)
- [Easy Seesaw Ideas and Tech Tips](#)
- [Explore Seesaw's Activity Library](#)
- [3 Steps to Start Exploring Seesaw's Activity Library](#)
- [Using Seesaw for Assessment](#)
- [How We Seesaw in Pre-K/Kindergarten](#)
- [How We Seesaw in 1st Grade](#)
- [How We Seesaw in 2nd Grade](#)
- [3 Tips for Seesaw on Chromebooks](#)
- [3 New Ideas for the Drawing Tool](#)
- [3 New Ideas for the Camera Tool](#)

What tutorials does BPS recommend for teachers who want to learn more?

Please access the [Technology Toolkit](#) for teachers.