



## STUDENT DEVICE SUPPORT | FREQUENTLY ASKED QUESTIONS (FAQs)

**Q: How do I log in to my Windows or Chromebook device?**

A: For a Windows device use the username and password provided by your school.

For a Chromebook device, parents will receive their Google login credentials from your student's teacher either via email or a Zoom meet the teacher event. If you still cannot log into the computer, please use the support contact info below.

**Q: Why can't I see the login screen?**

A: If you see what looks like a Windows® login screen, except that the window to type your credentials is missing, hold down the computer's power button for 10 seconds, then restart the computer and try again. If you still cannot login to the computer, please use the support contact info below.

**Q: What do I do if my keyboard or built-in mouse is broken or does not work?**

A: If you experience an issue with the keyboard or built-in mouse, you can plug in a USB keyboard or mouse. If that is not an option for you, please use the support contact info below.

**Q: What do I do if I cannot connect to my home Wi-Fi?**

A: First, click on the wireless icon in the lower right corner to make certain the computer is not in Airplane mode. When you see the wireless network to which you wish to connect, click on it. You will need to know your network's Wi-Fi password. Lastly, we recommend you follow the guide that came with your internet router on how to properly connect a laptop to your Wi-Fi network. For more detailed instructions, you may also reference the Student Mobile Device Wi-Fi Setup Guide located on the Great Hearts Remote Learning Resource page. If you continue to experience issues, please use the support contact info below.

**Q: What do I do if the volume control does not work?**

A: Please make sure that the sound has not been muted on the device. The sound control icon is in the lower right corner. If the volume still does not work, restart the laptop. If the problem continues, please use the support contact info below.

**Q: What do I do if my computer only shows a blue screen?**

A: Be patient. The computer may be installing updates. If screen is still blue after 10 minutes, turn off the laptop. You may need to hold the power button in for 10 seconds to power down the computer. Restart the device. If the problem persists, please use the support contact info below.

**Q: What do I do if I lost/broke my charger?**

A: Do not replace it on your own! Please use the support contact info below for assistance. We can likely find one at the campus where the device was previously housed.

**Q: Does this computer have Internet content filtering?**

A: Yes, each laptop has the same content filtering setting levels as when the devices are used at school.

**Q: How do I print to my home printer?**

A: The device you are using is an Internet-only device and does not have the ability to print to your home printer. Instructions on how to scan documents using your smart phone or tablet can be found on page 6 of the Family Guide to Google Classroom, which is located on the Remote Learning Resource page.

**Great Hearts Remote Learning Resource Page:** <https://www.greatheartsamerica.org/safereturn/az/resources>

**Great Hearts Family Technical Support Contact Info:** Preferred method: Fill out the web form at <https://theveeya.com/GreatHeartsFamilyHelp> or call 480-781-4267. Please note that due to expected high call volumes at times, we recommend emailing your help request through the web form link to expedite your request.