

If

Engaged Learning at Home Quick Guide for Families

Schools should use this document to support families during eLearning opportunities.



Technical Support

- If your problem is associated with an assignment or a program, communicate with your classroom teacher first.
- If you have a problem with an ECBOE issued Chromebook, students and families can contact the technology help desk (<https://tools.ecboe.org/supportform>). The helpdesk is open Monday through Friday from 8:00-4:00. A technician will assist you in troubleshooting the issue ASAP.
- Please note the IT Help Desk can also assist with the following:
 - Assisting with usernames and passwords
 - Directing the user to the correct URLs for program
 - Walking the user through troubleshooting tips.
 - Chromebook issues.
- The IT Help Desk cannot assist with the following:
 - Hardware issues with personal devices
 - Printers
- If a device repair is needed, it will be dropped off at the local school. Once repaired, you will pick it up at the local school.

Help Desk

School Help Desk:

- If you have an issue other than a technical issue, please use the email below to email your student's school.

Carlisle Elementary	ces_help@ecboe.org
Duck Springs Elementary	dses_help@ecboe.org
Gaston Elementary	gases_help@ecboe.org
Glencoe Elementary	ges_help@ecboe.org
Highland Elementary	highland_help@ecboe.org
Hokes Bluff Elementary	hbes_help@ecboe.org
Ivalee Elementary	ies_help@ecboe.org
John S. Jones Elementary	jsj_help@ecboe.org
Southside Elementary	sses_help@ecboe.org
West End Elementary	wees_help@ecboe.org
Whitesboro Elementary	wes_help@ecboe.org
Glencoe Middle	gms_help@ecboe.org
Hokes Bluff Middle	hbms_help@ecboe.org
Rainbow Middle	rms_help@ecboe.org
Sardis Middle	sms_help@ecboe.org
Gaston High	gashs_help@ecboe.org
Glencoe High	ghs_help@ecboe.org
Hokes Bluff High	hbhs_help@ecboe.org

Sardis High	shs_help@ecboe.org
Southside High	sshs_help@ecboe.org
West End High	wehs_help@ecboe.org

Student login information

Most of the below resources will require the student's login information.

- The student's username is their email
- The student's email address is their first name.middle initial. Last name @ student.ecboe.org)
- Each child has a unique password. Check with the school and/or teacher if you need help with a student password.



Amidst the COVID-19 pandemic, some internet providers are extending offers for free home internet services:

- Comcast (1-800-934-6489):
 - Xfinity WiFi Free For Everyone via hotspots
 - Discounting data limits
 - No disconnect or late fees
 - News, Information and Educational Content on X1 and Flex
- Charter (1-844-488-839):
 - Free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students, who do not already have a Spectrum broadband subscription, at any service level up to 100 MBPS. Install fees waived.
 - Open Wi-Fi hotspots across their footprint for public use
 - For eligible low-income households without school-aged children, Charter continues to offer Spectrum Internet Assist, a low-cost broadband program delivering speeds of 30 Mbps.
- AT&T (1-800-288-2020):
 - Free access to its public WiFi hot spots
 - Suspending terminations and late fees for nonpayment
 - Unlimited data for consumer home internet wireline customers and fixed wireless internet customers
- T-Mobile (1 (800) 937-8997):
 - Unlimited data to all current customers who have plans with data for the next 60 days
 - Additional data to mobile hotspots

Wifi will also be available at each Etowah County School parking lot.



What is Chrome?

- Chrome is a Web Browser made by Google.
- From the Chrome Browser, students can easily access their ECBOE City Schools Google Account.
- The directions below only apply to personal home devices.

Sign in directions for a Windows/Mac computer:

1. Download and install the Chrome Browser (<https://www.google.com/chrome/>)
2. After you have installed the program, open **Chrome**.
3. In the top right, click the button with your name or people.
4. Click **Sign in to Chrome**.
5. Sign in to your Google Account using your ECBOE email and password.
6. If you want to **sync** your info to your device,
 - a. Click your profile picture.
 - b. Click **turn on sync**, click **Link Data**, click **Yes I am in**

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Sign in directions for tablets:

1. Visit your tablet's app store and search for the Google Chrome app.
2. Sign in to the app using your HCS Google Account.



What is Digital Passport and Be Internet Awesome (Interland)

- Digital Passport by Common Sense Education is an award-winning suite of engaging games that address key issues facing kids in today's digital world. <https://www.digitalpassport.org/>
- Be Internet Awesome is a program from Google that aims to help kids be safe, confident explorers of the online world. It includes a robust classroom curriculum, resources for parents, and Interland, an adventure-packed game for kids. <http://beinternetawesome.withgoogle.com/>

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What is Gmail?

- Your child's ECBOE monitored email account
- Gmail will be used for communication. Please check on a daily basis.

Sign in directions for Chromebook:

- Access through Chrome *OR*
- Access through your Drive
- Go to <https://mail.google.com/>

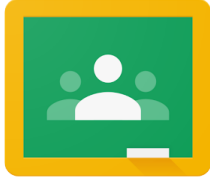
Sign in directions for a home computer:

- Access through Chrome *OR*
- Access through your Drive
- Go to <https://mail.google.com/>

Sign in directions for tablets:

- Download Gmail app from your tablet's app store
- Sign in using the student email address

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What is Google Classroom?

- A paperless way for students and teachers to distribute, create, and grade assignments
- Teachers can send parents a daily summary of assignments.

Sign in directions for a Windows/Mac computer

- Access through your Drive
- Go to <https://classroom.google.com/>

Sign in directions for tablets:

- Download the Google Classroom app from your tablet's app store *OR*
- Go to <https://classroom.google.com/> in a browser app

Sign in directions for Chromebook:

- Access through your Drive
- Go to <https://classroom.google.com/>


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What is Google Earth?

- A computer program that renders a 3D representation of Earth based on satellite images, aerial photography, and other data
- No sign in is required to view.

What is Google Voyager?

- A showcase of interactive guided tours, quizzes, and layers to help educate everyone around the world
- Click on the ship steering wheel to browse 

Directions for computer:

- Go to <https://earth.google.com/>

Directions for tablets:

- Download the app from your tablet's app store

Sign in directions for Chromebook:

- Go to <https://earth.google.com/>

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What is IXL? Grades 2-8

- IXL is a personalized math and ELA platform.

Sign in directions for Chromebook:

- Please contact school





Sign in directions for computer:

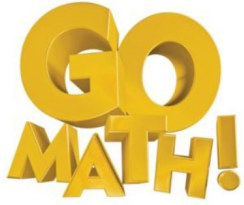
- Please contact school

Sign in on a tablet:

- Download the IXL app (<https://www.ixl.com/apps>)
- Click SIGN IN.
 - Username: Contact School
 - Password: student's password

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 <p>Back to Top</p>	<p>What is myON?</p> <ul style="list-style-type: none"> • Unlimited access to over 5,000 digital books and news articles • 24/7 access • Parent and Family Guide - https://p.widencdn.net/6e5ryd/321722-myON-parent-and-family-Guide • Etowah County myON website-https://www.myon.com/school/etowahcountyreads • Student log-in Username: myON Password: read
 <p>Back to Top</p>	<p>Accelerated Reader (AR)</p> <ul style="list-style-type: none"> • Students can take Accelerated Reader Test at home. • Etowah County Renaissance Place website-https://global-zone51.renaissance-go.com/welcomeportal/76990 • Students will log-in with their Renaissance Place username and password. Teachers will provide students with their Renaissance Place username and password.
 <p>Back to Top</p>	<p>Freckle</p> <ul style="list-style-type: none"> • K-12 Online Adaptive Math Practice, English Language Arts, Science and Social Studies. • Etowah County Student Freckle website-https://student.freckle.com/#/login • If a teacher is using Freckle he or she will provide students with their log-in information.
 <p>Back to Top</p>	<p>What is Seesaw?</p> <ul style="list-style-type: none"> • A platform where teachers and students can create, reflect, share, and collaborate. In ECBOE, students in K-2 use this resource. <p>Sign in directions for computer:</p> <ul style="list-style-type: none"> • Please contact school <p>Sign in directions for tablets:</p> <ul style="list-style-type: none"> • Visit help.seesaw.me for instructions for downloading Seesaw on your device <p>Sign in directions for Chromebook:</p> <ul style="list-style-type: none"> • Please contact school
 <p>Back to Top</p>	<p>ConnectED</p> <ul style="list-style-type: none"> • Student Editions Courses-K-5 Reading, Biology, Chemistry, Geometry, Physical Science, 6-8 iScience • ConnectED Wonders website-https://connected.mcgraw-hill.com/connected/login.do • If a teacher is using ConnectED he or she will provide students with their log-in information.



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ThinkCentral GoMath

- K-6 GoMath
- ThinkCentral website-<https://www-k6.thinkcentral.com/ePC/start.do>
- If a teacher is using ThinkCentral GoMath he or she will provide students with their log-in information.



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Epic!

- Digital library for students under 12 years of age
- Epic! website-<https://www.getepic.com/>
- If your child's teachers uses Epic! he or she will provide a student code.