DPS Parent Support
Remote Learning Support

Denver Public Schools
Parent Guide to Chromebooks
# How Do I…?

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How do I turn on the Chromebook?
How do I turn it off?

**Turn On**
- Open the lid of the Chromebook
- Press and hold the Power Button

**Turn Off**
- Press and hold the Power Button
How do I connect to the internet with the Chromebook?

Follow these steps

- At the bottom right of the screen, click on the time.
- Click “Not Connected.”
- Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
- Turn on Wi-Fi.
- Your Chromebook will automatically look for available networks and show them to you in a list.
- Choose your home wifi network name (enter your wifi password if needed)

If you need additional support, try Google's Support Page.
How do I find my student’s login information?

DPS Google Account Login

1. Your child has a secure DPS Google account username: ######@dpsk12.net (the first part is their 6-digit Student ID, or “lunch number” e.g. 654321@dpsk12.net)

2. Their password by default is the student’s 8-digit date of birth: (mmddyyyy) e.g. April 9, 2020 = 04092020

3. They should use this username and password to login to any device

If you need support logging in:

★ Call the DoTS hotline at 720-423-3163 to ask for help.
How do I log in to the Chromebook?

First Time Setup
1. Open the Chromebook and follow the onscreen instructions.
2. To choose your language, select the language that appears on the screen.
3. Choose your WiFi network.
4. Accept the terms of service.
5. **Note:** Make sure to enter the whole email address on the first prompt (including “@dpsk12.net”).

Add Person
1. If you’re signed in to your Chromebook, sign out (click on the time in the bottom right corner of the screen).
2. On the bottom, click “Add person.”
3. Enter the Google Account email address and password, then click “Next.”
4. Follow the steps that appear.

Important Note!
★ After logging in you will need to open the Google Chrome Web Browser. Look for this icon:
How do I use the webcam and microphone on the Chromebook?

Setting up your webcam or microphone:

1. Open Chrome
2. Go to a site that wants to use your microphone and camera.
3. When prompted, choose Allow or Block.
4. **Allowed sites:** Sites can start to record when you’re on the site. If you’re using a different Chrome tab or a different app, a site can’t start recording.
5. **Blocked sites:** Some sites won’t work if you block them. For example, you won’t be able to join a video conference.

If you need additional support, see Google’s Support Page.
How Do I Use the Apps on the Chromebook?

Use the Grid Icon (or the “Waffle”) to access all of your DPS Google Apps.

Click on the Chrome Extensions and give them permission to work.

Check with your teacher or school for information about using specific apps.
How do I improve the performance of the Chromebook?

Clear your Cache and Cookies
1. Click on the three dots in the top corner
2. Select More tools
3. Select Clear browsing data...
4. Select All time under Time range
5. Click Clear data

Important Note!
★ If you need additional support, see this quick tutorial.
★ For student safety reasons, you can not delete the browsing history on a DPS Chromebook.
How do I protect the Chromebook?

- Clear the keyboard of stray objects before closing to avoid breaking the screen.
- Put your Chromebook on top, don’t stack other things on top of it.
- Food and drinks don’t play nice with electronics; keep them away.
- Technology can be fragile, be gentle with the earphone jack.
- Close the lid and hold tightly when you are walking with your chromebook.
How do I keep the Chromebook charged?

Tips:
- Chromebooks are battery powered; they will need to be charged regularly.
- Make sure the power adapter is fully connected and properly inserted in the power slot on the Chromebook.
How do I get support for the Chromebook?

Call the DoTS hotline at 720-423-3163