


This document is meant to be a template for your Technology Support Document. Schools should create a separate support document for teachers and students. Text in all caps provides guidance for building out this support document.

Technology Support for [STUDENTS or TEACHERS]

Login Information [PROVIDE ALL LINKS AND LOGIN DIRECTIONS. BELOW ARE A FEW AREAS TO CONSIDER.]	
Sign into Device	<p>[EXAMPLE VERBIAGE BELOW]</p> <ol style="list-style-type: none"> 1. Enter your Google Account username into the Username field. 2. Enter your Google Account password into the Password field. 3. Click Login. The option to select a profile picture appears. 4. Select your profile picture. 5. Click OK. <p>If you are locked out of your device, contact [PROVIDE CONTACT INFORMATION],</p>
Wifi Access	<p>[EXAMPLE VERBIAGE BELOW]</p> <ol style="list-style-type: none"> 1. At the bottom right, select the time. 2. Select Not Connected . <p>Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.</p> <ol style="list-style-type: none"> 3. Turn on Wi-Fi. 4. Your Chromebook will automatically look for available networks and show them to you in a list.
Management Systems	[CONTINUE TO PROVIDE STEP BY STEP INSTRUCTIONS TO SIGN INTO ALL NECESSARY DEVICES, PORTALS, PROGRAMS, CTE SOFTWARE NEEDED, ETC.]
School Portal	
<i>Support Contact</i> [PROVIDE CONTACT INFORMATION]	

Troubleshooting Devices	
Device Issues	<ul style="list-style-type: none"> ● Restart device ● Device won't charge ● Program is frozen <p>[ADD ADDITIONAL POSSIBLE ISSUES]</p>
Keyboard Shortcuts	[SAMPLE CHROMEBOOK SHORTCUTS ON TRAINING RESOURCES DOC]
	[CONTINUE TO ADDRESS COMMON ISSUES STUDENTS AND TEACHERS HAVE WITH THEIR DEVICES.]
<i>Support Contact</i> [PROVIDE CONTACT INFORMATION]	

Using Classroom Management and Conferencing Tools [USE THIS SECTION TO PROVIDE INSTRUCTIONS ON USING THE TOOLS STUDENTS, TEACHERS, OR PARENTS WILL NEED TO ACCESS.]

[SEE SAMPLE LINKS FOR VARIOUS
CONFERENCING TOOLS ON THE
[TRAINING RESOURCES](#) DOC]

Support Contact [PROVIDE CONTACT INFORMATION]