

## Technology Support for Students and Parents/Guardians

### Frequently Asked Questions

Question	Answer
If I am experiencing a Chromebook problem, what should I do?	Alert your homeroom teacher. They will be able to troubleshoot and/or submit a help desk ticket on your behalf.
How can I connect my student's device to WiFi?	To connect the student device to personal WiFi, follow the steps listed <a href="#">here</a> .
What credentials should my student use to log into their device?	<p>The student should use his/her EBR username and password provided by the district.</p> <p>Example: James Michael Brown - jb12345 or <a href="mailto:jb12345@ebrschools.org">jb12345@ebrschools.org</a></p>
I don't know my username or password. How can I obtain it?	Alert your homeroom teacher. They will be able to provide your username and password.
What if a website is blocked on a student's device?	<p>This can occur due to multiple reasons. If the website is an educational website suggested by your teacher, restart your Chromebook. If the problem persists, let your homeroom teacher know.</p> <p>Remember that your Chromebook should only be used for educational purposes. All social media, gaming websites, etc are blocked by EBRPSS.</p>
How can I update my Chromebook/Chrome internet browser?	View <a href="#">this video</a> for additional support on how to update your Chrome browser.