There are Hyperlinks in this document. You can click on anything underlined and it will take you to what is underlined.

*I NEED HELP: Who should I contact if I have tried everything and it’s STILL not working?

We have added many helpful Resources to the iPad Resources Tab on the website, please check there for videos and links from BIS and the County. Then:

1. E-mail the Teacher (the teacher involved should be contacted first). Students and parents can also e-mail through Schoology by clicking on MEMBERS in their class tile and selecting their teacher.
2. Contact the Office (you may be referred here by the teacher)
3. Send a detailed help desk ticket, or let us submit one for you

*TALK TO US – Physically Distant, not Socially Distant: What are the main forms of communication/parent tools?

Though we have many ways to communicate, our primary modes of communication are through School Messenger (text), Website, Schoology Parent Portal, and PowerSchool. We also have an official Facebook Page and a Twitter Feed. Individual teachers may give more information on other modes of communication.

*SPEAKING OUR LANGUAGE: What IS Schoology, PowerSchool, Clever, and Zoom and why are they important?
**Schoology** (School-uh-gee) is our biggest Learning Management System (LMS). Every student has a platform unique to them. Lessons are assigned through the classroom tiles. Schoology also has a **Parent Portal** this year, allowing parents to communicate easily with teachers and see all their child’s class activities, due dates, and upcoming projects/tests on a one page summary. It is easy to set up, once you get the 12 digit passcode from their homeroom teacher. The code is unique to your child so do not share it with anyone other than another guardian. The good news is that you only have to do this once, to set it up, and it follows your children through graduation and updates with their new schedules and teachers each year. It is easy to connect multiple children from your phone or computer. The app is the LITE version and does not have all the same features as the web version.

**PowerSchool** is what we use for official grades. Even though Schoology is where the lessons are housed, there are also grades that come from other sources, such as [Dreambox](#) or [iReady](#), etc. PowerSchool is where the official grade reports are printed from for the report cards. Again, the parents can obtain unique usernames and passwords for your student beginning in second grade, that carry on until they graduate. Useful features inside PowerSchool include the ability to turn on notifications for things such as attendance and if grades change. PowerSchool is best set up on a desktop and if you have multiple children in the county, the desktop is the only way that you can connect them together. Then, you can easily switch from one to another on your phone. When you first sign up and if you don’t change your password, your teacher can help you with your username and password. If you reset your password and get locked out, you will need to contact the office to be reset.
Clever is an educational tool that allows for single password sign on. We are able to move frequently used webpages into the Clever forum so that instead of memorizing ALL THOSE PASSWORDS, they are all located in one convenient place and use one common log in (UN: Student 5 digit PowerSchool/lunch number PW: wcpskid). The app is also the LITE version and doesn’t seem to be working for everyone. If this is the case for you, please contact your child’s teacher, who can give you the individual password for each resources located within Clever and they can go to the website directly and use their password for each website.

Zoom is an app used for video conferencing. Each classroom has a unique meeting ID and password, which can be embedded or manually entered. Zoom allows us to interact in real time, regardless of our distance. Since we can record the Zoom meetings, if students miss the Zoom meeting, we can often post the replay in a link, once it becomes available.

*WHICH BROWSER IS BEST???

Just like Coke and Pepsi, these are similar, but people and devices have different preferences. These are both Search Browsers. Google Chrome displays Chrome websites better, Safari displays iOs websites better. The iOs works better with iPad. If you use Safari, you will have all the mark up tools, the ability to save shortcuts to the homepage,
and other iOs based options. Until we are ALL back in person and building lessons and learning on iPads, there MAY be some trial and error as to which works best and is more consistent. We find that Schoology usually works best when going through Chrome to our school website and clicking on Schoology directly through the Student Resources Tab. The County codes are already embedded in that link. Students should NEVER Google Schoology because they don’t have the codes that they will need to access their Worcester County account.