Technology Access & Troubleshooting Info
for CCSD Families

[Tech Support Line: 843-849-3400]   [Tech Assistance Form*: **bit.ly/parentTechhelp**]

*Completing the form will help us to more quickly route your issue to the person/team in the district who can best assist you and your child.

Tech Resource		How to Access	Common Issues & Fixes
Devices	**iPads** Student mobile devices mainly used in elementary grades	Connecting iPad to WiFi	**Apps not appearing** Student needs to log into the iPad. This will prompt the correct grade-level apps to show up in Self Service. How to download apps from Self-Service
	Chromebooks Student mobile devices for secondary schools and some elementary schools/grades	Logging into Chromebook & connecting to WiFi	**Student not able to log in** Call the Tech Support Line 843-849-3400
Content	**My Portal** Student access to CCSD's network & digital tools	Login link [Students use their CCSD username & pw]	**Student not able to log in** Call the Tech Support Line 843-849-3400
	Clever Single Sign-on; Student access to digital content	Login info	**Apps not showing for students** Contact school to let them know; this is usually an issue in PowerSchool
	Canvas CCSD's Learning Management System	Login link Directions for logging in as a student	**Courses not showing for students** Contact your child's teacher to let him/her know that the course is not showing. This

	Students access course materials, collaborate with their teachers & classmates, as well as submit assignments, & receive feedback.	or parent	could be an issue in PowerSchool, or the teacher hasn't published the course yet.
Virtual Meetings	**Zoom** Video conferencing Teachers have accounts; students join meetings via links from teachers	**iPads:** Download the Zoom app from Self-Service **Chromebooks** do not need an app installed If your child's teacher has shared a Zoom link these instructions might be helpful Zoom links/passwords should only be posted in password-controlled areas.	**Students prompted for username & password** Complete the Parent Tech Support form
	Google Meet Video conferencing Students join meetings via links from teachers or from Google calendar invites	Click the meeting link (emailed from teacher) and follow the onscreen prompts to join the meeting.	