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| **What to do When Technology**  **is not Working** |
| **September 4, 2020**  **What should we do when technology is not working?** Occasionally, students may have issues with Canvas, Google Meet or other learning platforms used by HCPSS. If your child is having difficulty:   * Logging in to Google Meet - Directions on [joining a Google Meet](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FvbCJOfpWyCkP8TsE3zRELg~~%2FAAAAAQA~%2FRgRhM8_&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051225503&sdata=buBlU8Dt0KSl2VaQAzpbDXCag7jPH0edcubw%2FNzFTUE%3D&reserved=0)can be found online. If your child is still unable to join, have them send their teacher a message via Canvas or you can send the teacher an email to make them aware. Your child can work on other assignments in Canvas and/or you can have them focus on another learning platform used by their teachers, such as Lexia Core5 or DreamBox at the elementary level or Actively Learn at the middle and high school levels, until the issue is resolved. * Logging in to Canvas - Have your child attend any scheduled virtual learning sessions and/or have them focus on another learning platform used by their teachers, such as Lexia Core5 or DreamBox at the elementary level or Actively Learn at middle and high school levels. Make sure to let your child’s teacher know about the issue via email.   **Families also may find the following resources to be helpful:**   * [Student Technology Resources](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FEgLisleUjxGJtPxakxCEWQ~~%2FAAAAAQA~%2FRgRhM8_-JmRhdGE9MDIlN0MwMSU3Q0xpbmRhX0RyZXdzJTQwaGNwc3Mub3JnJTdDMWMzOTVhOWM5ZGZkNDNmMDJiZWUwOGQ4NTEwYTg3ZTIlN0M5NmE5YWM0YzQ3N2U0ZGFkYTJiMjhhZDNmYzQ2NzkwYiU3QzElN0MwJTdDNjM3MzQ4NDUyOTczNDIxOTQxJnNkYXRhPXZyWEN4Wk9URnhDY29Lc1VCUWU5UVdZRDdBeDFDZFBMdXRMVVBHS29aJTJGMCUzRCZyZXNlcnZlZD0wVwdzY2hvb2xtQgoASFqcUl-VXrzWUhdrYXJlbl9qb2huc29uQGhjcHNzLm9yZ1gEAAAAAQ~~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051235499&sdata=Td2GuP6J5%2F2gkr1xglxzPuDIiE%2FKRVJpgRWTqtS1daE%3D&reserved=0): Provides guides, resources and videos for HCPSS student technology. Below are some direct links to commonly used resources:   + [Canvas Orientation](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FTXaO4Lq4NO56jxsXwi9PsA~~%2FAAAAAQA~%2FRgRhM8_-VXrzWUhdrYXJlbl9qb2huc29uQGhjcHNzLm9yZ1gEAAAAAQ~~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051245492&sdata=lqk4yhvrjdF8wpyn1wHpwBh9aIgylvL7RtsBphTwWxg%3D&reserved=0) - includes how to navigate Canvas   + [Google Meet](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FgPSGwWnP33WI7-uPqCwzRw~~%2FAAAAAQA~%2FRgRhM8_-VXrzWUhdrYXJlbl9qb2huc29uQGhjcHNzLm9yZ1gEAAAAAQ~~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051255491&sdata=ybawEGZAzn1qkIUf5rlBw57W32L8QoUPBQDI3k%2B8xxA%3D&reserved=0) - includes a [video overview](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FKnOtJJoZtoFerE1Plg0OYw~~%2FAAAAAQA~%2FRgRhM8_-fiZkYXRhPTAyJTdDMDElN0NMaW5kYV9EcmV3cyU0MGhjcHNzLm9yZyU3QzFjMzk1YTljOWRmZDQzZjAyYmVlMDhkODUxMGE4N2UyJTdDOTZhOWFjNGM0NzdlNGRhZGEyYjI4YWQzZmM0Njc5MGIlN0MxJTdDMCU3QzYzNzM0ODQ1Mjk3MzQ1MTkyNSZzZGF0YT03U3hxYjJ3bmx3ZmJoayUyRlJONlQ3TU1LeXV1azB5TjZpcVg2aUU3bkRLU00lM0QmcmVzZXJ2ZWQ9MFcHc2Nob29sbUIKAEhanFJflV681lIXa2FyZW5fam9obnNvbkBoY3Bzcy5vcmdYBAAAAAE~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051255491&sdata=Hh1PDvPW821qixkt%2FW%2BvSutTKZuMpJAoB%2FmUC5eQfSg%3D&reserved=0) of how to login   + [Chromebooks](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FJM8xCJ0LvV7wTU6M4z_8IQ~~%2FAAAAAQA~%2FRgRhM8_-JmRhdGE9MDIlN0MwMSU3Q0xpbmRhX0RyZXdzJTQwaGNwc3Mub3JnJTdDMWMzOTVhOWM5ZGZkNDNmMDJiZWUwOGQ4NTEwYTg3ZTIlN0M5NmE5YWM0YzQ3N2U0ZGFkYTJiMjhhZDNmYzQ2NzkwYiU3QzElN0MwJTdDNjM3MzQ4NDUyOTczNDUxOTI1JnNkYXRhPXViNkpYZkp4SnhPU24zREM4dGllSTdiV01FYXQyNnlSYUZZb0FIQ1I4YW8lM0QmcmVzZXJ2ZWQ9MFcHc2Nob29sbUIKAEhanFJflV681lIXa2FyZW5fam9obnNvbkBoY3Bzcy5vcmdYBAAAAAE~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051265482&sdata=Jphnz1Ua54NcRJ7kRPOm9L2FWvZCANlY9MayzypS0Cg%3D&reserved=0) - provides a variety of resources for using an HCPSS Chromebook * [Password and Username Self-Service](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FG0aXO9NVhTDuV9-M_25jeg~~%2FAAAAAQA~%2FRgRhM8_-VXrzWUhdrYXJlbl9qb2huc29uQGhjcHNzLm9yZ1gEAAAAAQ~~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051275483&sdata=3NhmM82oUIHokF58HAkz3%2BK9VbVs0Cs%2FPTqQINZDmuA%3D&reserved=0): Allows families to request a password reset or student’s username. New students can use this application to retrieve their account information. This application is also linked off the [hcpss.me](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FfJGGVvmUuAk6_xjwLs2oiA~~%2FAAAAAQA~%2FRgRhM8_~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051285471&sdata=DlIxZ3JmuR0qotdDUyfk%2BQXNOXy0PCZYfal2JHeONTE%3D&reserved=0) website, which also includes user directions. * [HCPSS Connect Parent Resources](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2Fln0h8lqg5vMbXLipG-vxEQ~~%2FAAAAAQA~%2FRgRhM8_&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051295470&sdata=cyAW04Z8sP8PLCRl%2FpVjZ9yKpibue10oxVWYfjQkJCU%3D&reserved=0): Provides HCPSS Connect—including Synergy, Canvas, and Family File—guides and videos for parents. |
| **Lisbon Elementary School** | 15901 Frederick Road Woodbine, MD 21797 | (410) 313-5506 | [les.hcpss.org](https://nam01.safelinks.protection.outlook.com/?url=http:%2F%2Ftrack.spe.schoolmessenger.com%2Ff%2Fa%2FK8z1kyKr5GLChKhdBoitzg~~%2FAAAAAQA~%2FRgRhM8_aP0QVaHR0cDovL2xlcy5oY3Bzcy5vcmcvVwdzY2hvb2xtQgoASFqcUl-VXrzWUhdrYXJlbl9qb2huc29uQGhjcHNzLm9yZ1gEAAAAAQ~~&data=02%7C01%7Ckaren_johnson%40hcpss.org%7C2e611ba085b5418aa78908d8510ce0db%7C96a9ac4c477e4dada2b28ad3fc46790b%7C1%7C0%7C637348463051305463&sdata=tyDrcynV4nM9I3AY0TZIwq5AaEdBsILaecmOWBJEuT8%3D&reserved=0) |