Student Technology Empowerment Plan (S.T.E.P.) High School 1:1 Device FAQ (Frequently Asked Questions)

Q.   *What is my login information for Schoology, Clever, a Windows-based computer, etc?*

A.   Usernames are made of the user's first initial, last name, and the last 5 digits of their ID number (ex. jdoe12345). The password is the 4-digit PIN that was provided to start the school year with the student's device. If you need this information, please contact the SYSOP or Tech Support and Training Specialist at your school.

Q.   *Where to I access Clever, Schoology, and other Cabell County Schools online resources?*

A.   Visit the Cabell County Schools website (https://cabellschools.com). There is a link there called "Technology Links for Families" under the Families heading on the top of the page.

Q.   *What is my login information for my Microsoft 365 account?*

A.   This information is the email address (@stu.k12.wv.us) and email password provided with your device. Student passwords are made up of their last name (capitalized) and the last 4 digits of their ID number (Ex. Doe1234). If you need this information, please contact the SYSOP or Tech Support and Training Specialist at your School.

Q.   *Where do I go to check my email?*

A.   You can login at https://www.office.com using your Microsoft 365 credentials to access your email.

Q.   *How do I obtain my login information?*

A.   First, you must have a completed Acceptable Use Policy Agreement on file for the current school year. Your information was provided to you with your device on a student information sheet. If you have lost this, have not gotten a device yet, or will not be accepting a district device you will need to contact your school SYSOP or Tech Support and Training Specialist.

Q.   *Can I use any email address to contact my teachers, counselor, or administrator?*

A.   WVDE Issued Microsoft 365 email accounts (@stu.k12.wv.us) must be used for all email communication on the Cabell County Schools device.

Q.   *I am seeing a Captive Portal page when I try to access the Internet when I am away from school. What do I do?*

A.   There are two options for logging in to the Captive Portal. The default is "Cabell County Schools" and will require a user to login using the credentials they use to access their device, Schoology, Clever, etc. The second option is the WVDE K12 Directory and will require the user to login using their Microsoft 365 credentials.

Q.   *I am taking my courses through WVLearns. What do I use to login?*

A.   Your login to WVLearns is the same as the login to your Microsoft 365 account.

Q.   *Where do I access my courses for WVLearns?*
A.   WVLearns is available at https://wvlearns.k12.wv.us.

Q.   *I am having trouble with my WVLearns course. Who do I contact?*
A.   Contact your counselor and they can get you in the right direction for getting assistance.

Q.   *Am I able to sign into an Apple ID on my device?*
A.   Yes, but the Apple ID used must be creating using the students Microsoft 365 email address. Students under the age of 13 must have an account created by a parent and tied to their own email account.

Q.   *Can I put a new case on the device different from the one provided?*
A.   No. The Cabell County Schools provided case is always to remain on the device.

Q.   *Can I decorate the outside of my device to make it more personal?*
A.   No. Devices must remain free of any writing, drawing, stickers, or labels that are not the property of Cabell County Schools.

Q.   *Do I have to pay the fee associated with the Damage Waiver Program?*
A.   No, this is a completely optional plan available to students and their families to defer the cost of a one-time potential repair of a device.

Q.   *How many events of loss/damage can I file each year with the Damage Waiver Program?*
A.   Per the Damage Waiver Program Agreement, each participant is entitled to multiple incidents of loss/damage per year. The deductible price for any event after the first may increase based on the sliding scale listed on the Damage Waiver Program Agreement.

Q.   *If I do not take part in the Damage Waiver Program, do I still get to take my device home each day?*
A.   Yes! Devices are provided to aid students in their educational experience both at school and at home. The Damage Waiver Program is optional and not required for the student to use the device outside of a district building.

Q.   *If there is a problem with the device, can I have someone who is not an employee of Cabell County Schools work on the device?*
A.   No. Only Cabell County Schools personnel are permitted to troubleshoot, diagnose, or arrange for the repair of the device. Ask a teacher, counselor, or administrator to submit a work order in Tech Central for your device and the building SYSOP or Tech Support and Training Specialist will get to you as soon as they can.

Q. How do I clear the browser history on my device if I am having issues with the Internet?

A. Clearing the browser history is dependent on which browser you are using. Directions are listed below for some of the most widely used browsers.
- Safari - https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac
- Chrome - https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DDesktop&hl=en
- Firefox - https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox

Q. *What happens if I lose my power adapter or charging cable for the device?*

A. Students and parents will be responsible for the replacement of these items. These items can be purchased from the school after a work order has been submitted by a teacher for documentation purposes. A replacement charging cable has a fee of $19.00. A replacement power adapter has a fee of $49.00. If a replacement is purchased from another source, it MUST BE the Apple branded charger/cable to be accepted back by the school upon returning the device. Here are some links to the Apple branded items from Apple and Amazon:
- Apple 30W USB-C Power Adapter (Amazon) - https://www.amazon.com/Apple-30W-USB-C-Power-Adapter/dp/B08F9HGJS6/ref=sr_1_3?crid=2X4GR47J7MJZI&dchild=1&keywords=apple+30w+usb-c+power+adapter&qid=1620389563&sprefix=apple+30%2Caps%2C222&sr=8-3
- Apple 30W USB-C Power Adapter (Apple) – https://www.apple.com/shop/product/MY1W2AM/A/30w-usb-c-power-adapter?fnode=f8d9d127564c1a3f3807bce3ce535c390da9c828e5df456c7e6fdc7ec1a7d4f3cd48fab085681d834875d13446fbacfbe49b5cbc8e26fa3c9f638d3c4bc7176efb3169d20de3659315e9c8c9ac88f9dacc6656b561753edb2b4a1ca59a585b03
- Apple USB-C Charging Cable (Amazon) – https://www.amazon.com/Apple-USB-C-Charge-Cable-2m/dp/B01MQ5Z080/ref=sr_1_3?crid=3AWMHP12DM18Q&dchild=1&keywords=apple+usb-c+charge+cable&qid=1620389761&sprefix=apple+usb%2Caps%2C351&sr=8-3
- Apple USB-C Charging Cable (Apple) - https://www.apple.com/shop/product/MLL82AM/A/usb-c-charge-cable-2-m?fnode=f8d9d127564c1a3f3807bce3ce535c390da9c828e5df456c7e6fdc7ec1a7d4f3cd48fab085681d834875d13446fbacfbe49b5cbc8e26fa3c9f638d3c4bc7176efb3169d20de3659315e9c8c9ac88f9dacc6656b561753edb2b4a1ca59a585b03

Q. *Do I have to use one of the districts provided devices?*

A. No. There is a form for parents and/or students to sign indicating that they are declining to accept a device from Cabell County Schools. If a student does not accept a device from Cabell County Schools, they are NOT permitted to use or connect a personally owned device while at school. They will also be responsible for completing assignments that may be assigned digitally by their teachers as well.