



Common Helpdesk Problems with Student Logins

Signing in with Google Classroom:

- Navigate to classroom.google.com
- Enter your student email account
 - Student emails are as follows: **first three letters of last name + first letter of first name + last four digits of student ID + @students.kusd.org**
 - **EXAMPLE:** Student John Doe, ID# 123456789 would have the account `doej6789@students.kusd.org`
- Enter your student password
 - Student passwords should be set to their nine-digit ID number
 - **NOTE: If a student ID is under eight digits, add zeros in front of the number to make it at least eight digits**
 - **EXAMPLE:** student ID number 123456 would become the password 00123456

For Assistance:

- If above solutions did not work please call the **IT helpdesk at (928) 753-6287** and we will be more than willing to assist you further.

Signing in with Schoology:


- Navigate to www.schoology.com
- **In the top right hand corner, select “Log In”**
- Sign in with your student username
 - Student usernames are as follows: **first three letters of last name + first letter of first name + last four digits of student ID + @students.kusd.org**
 - **EXAMPLE:** Student John Doe, ID# 123456789 would have the username doej6789@students.kusd.org
 - If you have issues, try removing the @students.kusd.org domain
- Enter your student password as the word “password”
 - Students will be prompted to create a unique password of their choice. Be sure to keep track of your new password

For Assistance:

- If you do not see your classes or are improperly added to classes, contact your school for assistance:

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- Lee Williams High School - lwhs@kUSD.org or (928)718-6000
 - Kingman High School - khs@kUSD.org or (928)692-6480
 - Positive Alternative Campus - pac@kUSD.org or (928)753-8400
 - If above log in solutions did not work please contact your school the **IT helpdesk at (928) 753-6287** and we will be more than willing to assist you further.

Logging in with Chromebooks:

- Below are some common troubleshooting tips:
 - Verify the correct credentials are being inserted your chromebook should have come with a white sheet of paper inserted providing you with your students login name and password (student ID #)
 - When initially logging into a chromebook you will not need to have the @students.kUSD.org typed out as it is already prefilled. However, when logging into the student gmail account you will need to provide the @students.kUSD.org domain
 - Make sure your issued device is connected to the wifi you see a solid black  indicating you are.
- If above solutions did not work please call the **IT helpdesk at (928) 753-6287** and we will be more than willing to assist you further.

Device is experiencing hardware failures:

- If you have a device failure such as not powering on, physically damaged or other concerns please contact the **IT helpdesk at (928) 753-6287** and we will assist

you over the phone. Should a resolution not be readily applicable we will schedule a time for a technician to meet with you at your students school to provide further assistance.