

Dear NPS families,

Thank you for your patience today with a myriad of technology issues. A few tips and pointers to help with some of the more common issues we have seen.

General Support Documentation / Help Guides

Please take a look at: <https://sites.google.com/newton.k12.ma.us/nps-virtual-learning/student-and-family-technology-resources> for some guides and online resources for Students and Families on using NPS technology and systems.

Zoom Issues

If your child is experiencing issues with Zoom logins here is some additional information that may be helpful when troubleshooting:

- 1) Zoom **PASSCODES** are associated directly with a Zoom meeting and will need to be provided by a teacher. If the passcode is giving an error, try restarting the computer completely. This often will resolve issues with the zoom app / zoom connection not accepting a passcode. Also check for passcode capitalization and if copying/pasting a passcode, please make sure it does not contain extra spaces when it has been copied.
- 2) If Zoom is asking for a student to **login**, this is because the teacher is requiring authentication with an NPS account for an added layer of security in Zoom meetings. To sign-in with an NPS account, students **MUST** use the "**Sign-in with Google**" option within Zoom. After clicking the button to sign-in with Google the student can either choose their NPS Google account if it is available as an option or they can enter their NPS account information and password. If this is the first time the student is logging into Zoom with their NPS account they will be prompted to join the NPS Zoom domain -- they should do so. If prompted to "consolidate" their account into the domain, they should also do so."

For more information click Zoom at <https://sites.google.com/newton.k12.ma.us/nps-virtual-learning/student-and-family-technology-resources>.

Seesaw Issues (Prk-2):

For students in Prk-2, if you are experiencing issues signing into Seesaw, make sure you are clicking the "Sign-in With Google" button that shows up at the top of the Seesaw login screen, and then use your child's NPS google account and password.

For more information click Seesaw at <https://sites.google.com/newton.k12.ma.us/nps-virtual-learning/student-and-family-technology-resources>.

Password Incorrect / Do Not Know Child's Username/Password:

Please do **ONLY ONE** of the following otherwise your child's password may be set twice as different people respond to you:

1. Email your child's teacher (helpful at the elementary level when a child only has one teacher) and ask them for help. They may know your child's information.
2. Email ftsupport@newton.k12.ma.us

Other Technical Support Questions:

Visit <https://sites.google.com/newton.k12.ma.us/nps-virtual-learning/student-and-family-technology-resources> to see if your issue is addressed there.

Email ftsupport@newton.k12.ma.us.

We are a district of 10,000+ students and hundreds of faculty. Given this is the first day of a new year with many remote learners, there are also many requests for support. We are addressing questions and requests for support as quickly as we can.

Thank you for your continued patience.