



Jericho Parent Tech Overview

Updates for 2021-22

- Students will login to almost all services with their jerichoapps.org accounts this year. All students will receive an email with their usernames prior to the first day of school. We do not maintain student passwords, but can assist in resetting them upon request
- Students will be using ClassLink (<https://launchpad.classlink.com/jerichony>) to sign into most software services and can now access Canvas through this portal

Building tech aides:

HS: Leighanne Dunckley -
ldunckley@jerichoschools.org

MS: Donna Newman -
dnewman@jerichoschools.org

Cantiague: Frank LaSala -
flasala@jerichoschools.org

Jackson: Marissa Lorintz -
mlorintz@jerichoschools.org

Ratner Seaman: Elena Goldstein -
egoldstein@jerichoschools.org



Welcome to the 2021-2022 school year! We've made some changes this year, but if you've already set up your parent/guardian Canvas and PowerSchool accounts, they will continue to work as expected. If you have not set up these accounts, please use the guides that follow.

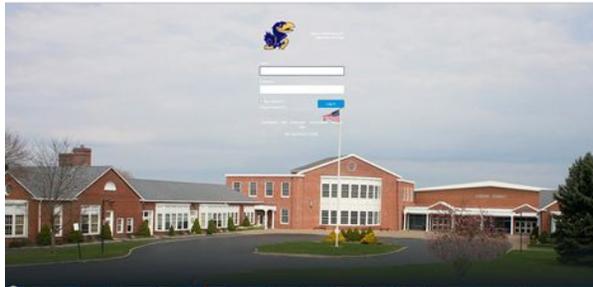
Table of Contents:

- I. Parent Canvas Accounts
- II. PowerSchool Parents' User Guide
- III. The Parents' Guide to Google Classroom
- IV. Home Wifi Connectivity Troubleshooting
- V. Creating a Parent Account for OTIS Training

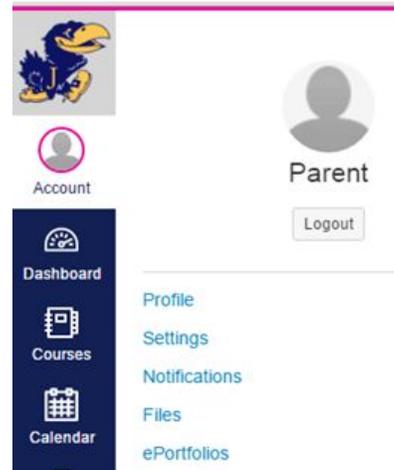
If you have any questions, please don't hesitate to contact our team at techsupport@jerichoschools.org.



Parent Canvas Accounts at Jericho



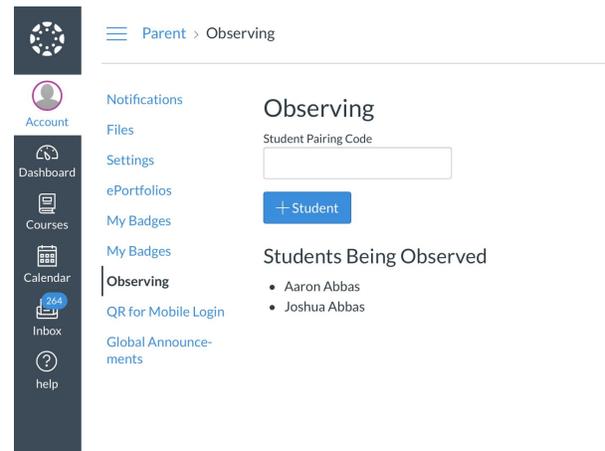
Canvas is a Learning Management System where you can access your child's homework assignments. To log in as parent, go to <https://jerichoschools.instructure.com/login/canvas>. This is slightly different from how your children log in



This is what you will see when you log in



Your account should be connected to all of your children. To confirm this log in and go to Account>Settings



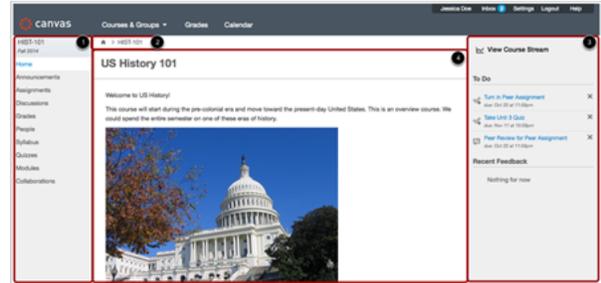
Select **Observing**. You will see your children's names listed. If you don't see all your children, add them by entering their pairing code.* He or she can login to their account to find this information

* To get your child's pairing code, he or she must login to Canvas, go to Settings, then click the Pair with Observer button on the right side of the page

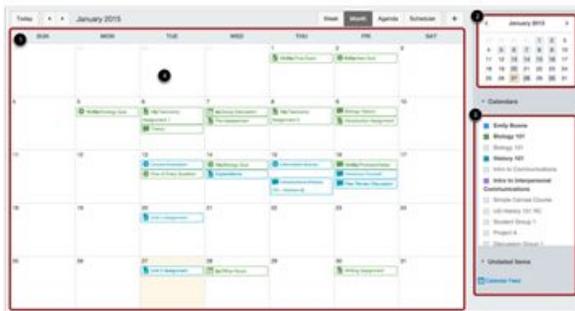


The Dashboard is the first thing you will see when you log into Canvas. The Dashboard helps you see what is happening in all your courses and allows you to figure out what to do next.

You can return to your User Dashboard at any time by clicking the Dashboard link in Global Navigation



Click on a Course from the Dashboard or under the **Courses** link on the left-hand side, to go to the Course Dashboard. You will find **links to course content** on the left-hand side of the screen. The Sidebar on the right-hand side shows a **To Do** list of assignments or what's **Coming Up** in your coursework

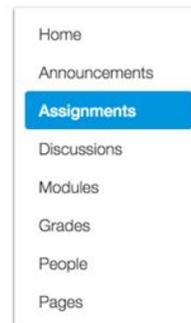


Use the Calendars list on the right to choose which calendars to display.

Click on an assignment to submit it.

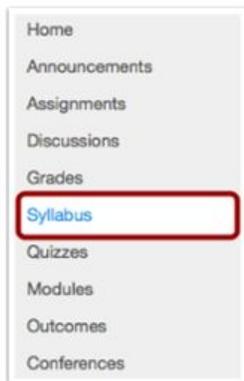
If an assignment has a line through it, that indicates that you have turned it in.

To learn more, you can watch this video about the Canvas calendar: [Calendar \(Links to an external site\)](#)



You can submit Assignments in Canvas using several submission types. Instructors can choose what kind of submissions they want you to use. To access an assignment you can click it on the Calendar, click it in your To-Do list, or go the Assignments page by clicking its link in the list on the left, if available.

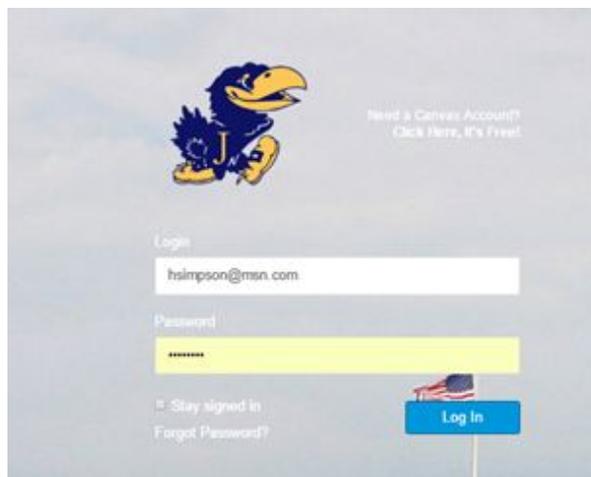
To learn more, you can watch this video about the Canvas assignments: [Assignments Overview \(Links to an external site\)](#)



To check the syllabus of your child's class, click the Syllabus sidebar link



Canvas works best when accessed using Chrome or Firefox. Both browsers are a free download



If you forget your password, click "Forgot Password" on the login screen.

If you want to change your password:

- Go to Settings
- Edit Settings
- Change Password



PowerSchool for Parents Users Guide

Jericho Schools use PowerSchool to manage student information and provide parents with access to information about their children.

If You Have Never Created Your Own Account

You first need the Access ID (Jericho's is: **GWHJ**) and password for at least one of your children. You will be given those at the beginning of the year from the school, or if you arrive during the school year ask the main office of your child's school to print it off for you. Once you have the ID and password, go to Jericho's website at jerichoschools.org and click the PowerSchool for Parents link.

The screenshot shows a website navigation menu on the left with a blue background and yellow text. The menu items are: [QUICK LINKS](#), [Canvas for Parents](#), [Canvas for Staff and Students](#), [Staff Resources](#), [E-mail Access](#), [Board of Education](#), [Student Records](#), [PowerSchool Parent Portal](#) (circled in yellow), [District Calendar](#), [JerEcho](#), [Job Openings](#), [Registration Information](#), [Parent Tech Overview](#), and [Health Services](#). To the right, there are two news items. The first is titled "Kovoros Selected to Prestigious Program" with a "READ MORE..." link and a "Click here for th" link. The second is titled "Jericho School District Ranked Top in New York State" with a "READ MORE..." link and a "Click here for in Opening" link. There are also "Click here for a calendar grids" links at the bottom right.

Once in the *Student and Parent Sign In* page on the *Create Account* Tab.

The screenshot shows the PowerSchool "Student and Parent Sign In" page. At the top, there is a dark blue header with the PowerSchool logo and the text "PowerSchool". Below the header, the page title "Student and Parent Sign In" is displayed. Underneath the title, there are two buttons: "Sign In" and "Create Account". A green arrow points to the "Create Account" button. Below the buttons, there is a section titled "Create an Account" with a sub-heading "Create an Account". The text below reads: "Create a parent account that allows you to view all of your students with one account. You can also manage your account preferences. [Learn more.](#)" At the bottom right of this section, there is a "Create Account" button.

Copyright© 2005 - 2015 Pearson Education, Inc., or its affiliate(s). All rights reserved.

When you select *Create Account* you will need to complete the page below. Make sure you write down the email address you used in the registration, your username and password and keep them in a safe place. As you can see you will be immediately asked to link students to your account. You will need to provide at least

one child's name, Access ID and Password (given to you by the school) so that you complete the account setup process. You do have the option of adding additional students at that time too. However you can add additional students at any point by going into your account preferences.

PowerSchool

Create Parent Account

First Name:

Last Name:

Email:

Desired Username:

Password:

Re-enter Password:

Password must: •Be at least 6 characters long

Link Students to Account

Enter the Access ID, Access Password, and Relationship for each student you wish to add to your Parent Account

1

Student Name:

Access ID:

Access Password:

Relationship: -- Choose

2

Student Name:

Access ID:

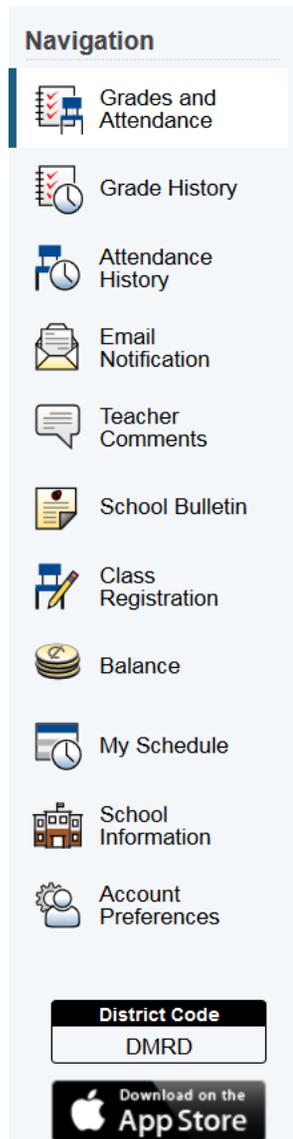
Once you complete your registration you will have access to your child(ren)'s information. The default screen is Grades and Attendance:

Grades and Attendance: [Redacted]

Grades and Attendance

Exp	Last Week					This Week					Course	Q1	Q2	Q3	Q4	Absences	Tardies
	M	T	W	H	F	M	T	W	H	F							
1AM(A)											Att AM	--	--	--	--	0	0
2PM(A)											Att PM	--	--	--	--	0	0
RE(A)						-	-	-			5 Literacy/Reading	C	--	--	--	0	0
WR(A)						-	-	-			5 English/Writing	B	--	--	--	0	0
MA(A)						-	-	-			5 Math	B	--	--	--	0	0
SC(A)						-	-	-			5 Science	C	--	--	--	0	0
SS(A)						-	-	-			5 Social Studies	C	--	--	--	0	0
MU1(A)											Music K-5	--	--	--	--	0	0
PE1(A)						-	-	-			Physical Ed K-5	--	--	--	--	0	0
Attendance Totals																0	0

The Navigation Column, on the left is how you will be able to see everything you need to in your child's account.



➡ The default start page with grades and attendance.

➡ Once the year progresses, you will be able to see previous quarter grades.

➡ You can check your child's absences.

➡ You can set up email notifications regarding grades, attendance and lunch balance alerts.

➡ You can read any comments teachers have added about your child.

➡ We have not yet added bulletins but hope to have them soon.

➡ Not used

➡ Lunch account balances

➡ Your secondary student's daily schedule

➡ Basic school contact information

➡ This is where you will update your email, students, etc.

➡ If you have an iPad or iPhone you can download the PowerSchool app for free.

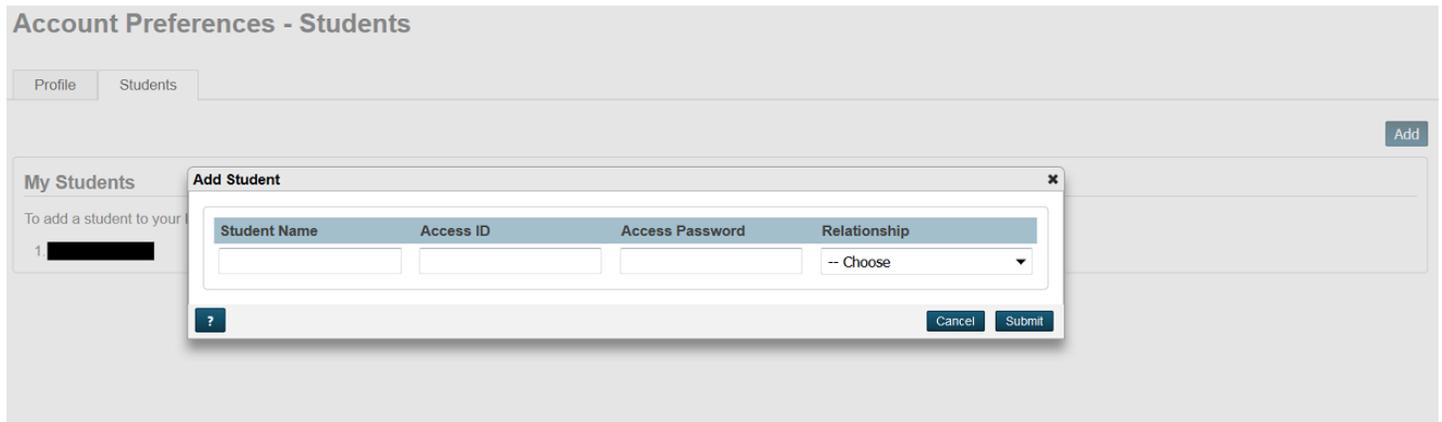
If You Already Have an Account on the Parent Portal and Want to Add a Child

You need to make sure you have the new child's Access ID and Password from the main office of their school. Log into your Parent Portal. Click on **Account Preferences** at the bottom of the Navigation Bar on the left side of the home page.

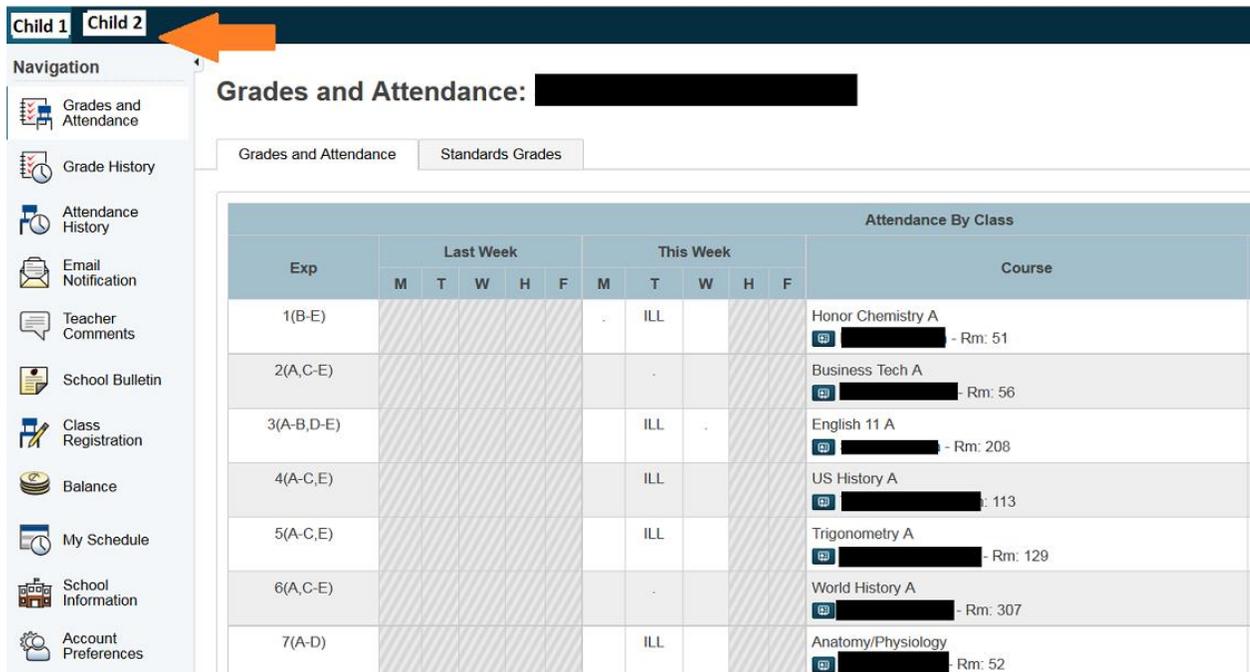
Choose the Student tab and click on ADD.



Fill in the child's name, Access ID, Password and your relationship to the child.



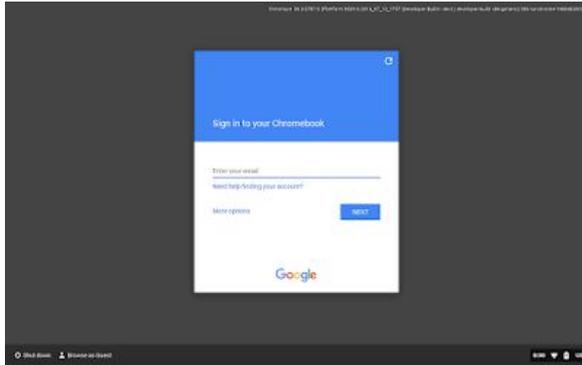
When you have added your additional child(ren), you will see their first names across the top ribbon.



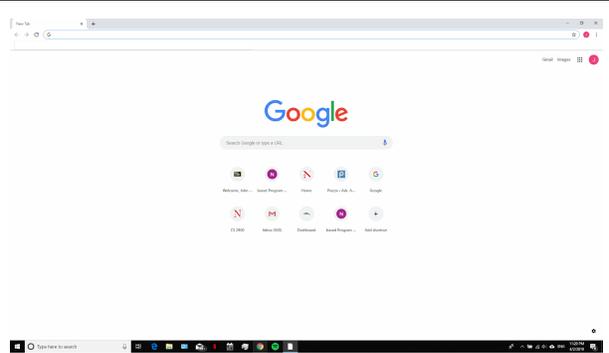
Just click on the child you would like to view.



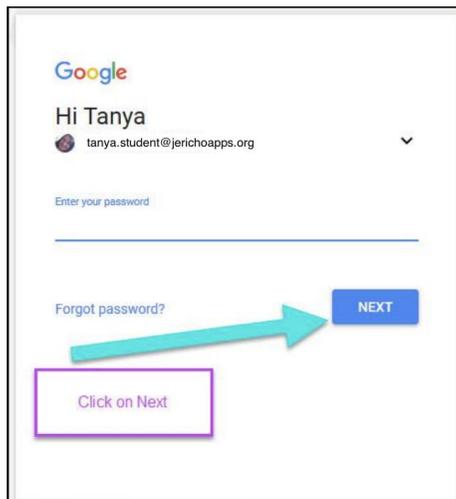
Parents' Guide to Google Classroom



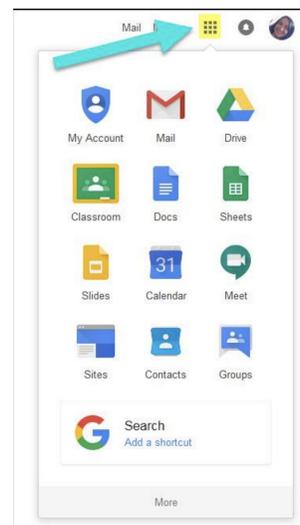
Open up your Chromebook provided by the district and log your child in using his or her firstname.lastname@jerichoapps.org account



If you are logging in using a personal device, launch the Chrome browser and click Sign In in the top right hand corner

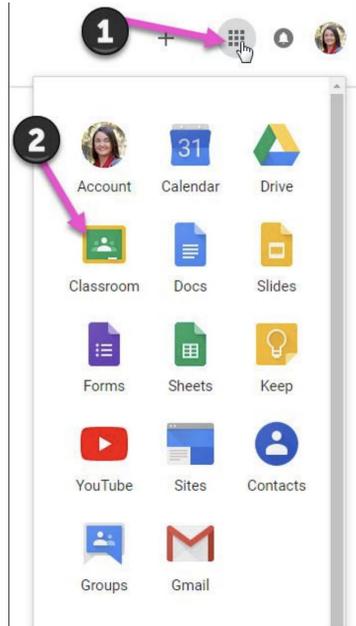


Input your child's username and password. Again, this will not be necessary if your child signs into his or her school-assigned Chromebook

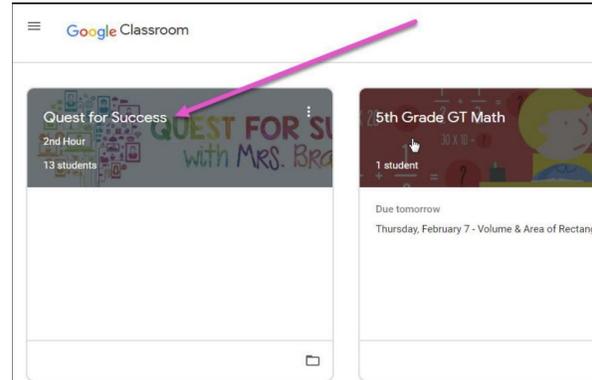


Click on the 9 squares (sometimes called the waffle, these icons will launch Google apps) icon in the top right hand corner of the screen to see the apps available to your child

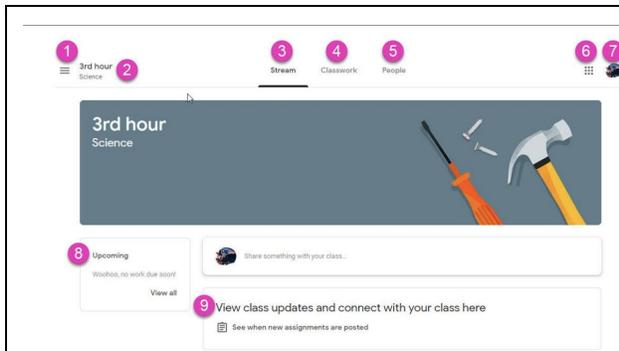
GOOGLE ICONS TO RECOGNIZE:



To access Google Classroom, click the app launcher (or waffle, as we called it before) and click on the Google Classroom icon

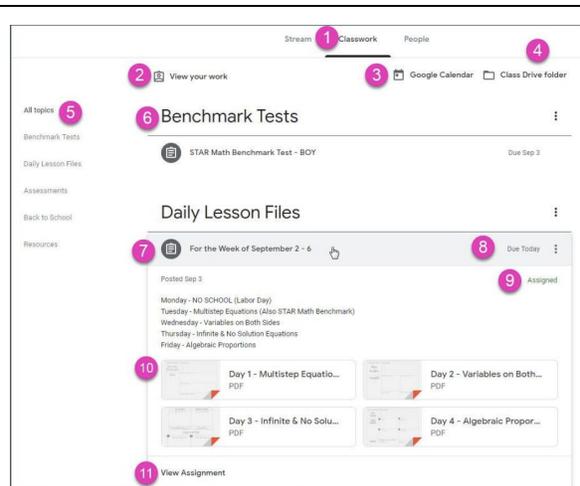


Your child's classes will appear as tiles within Google Classroom. Click on the one you want to access. Keep in mind, you may see one class, or you may see many. It depends on how your child's teacher or teachers are using Classroom



- | | |
|---|--|
| 1 Menu of Classes | 6 Waffle Button (App Directory) |
| 2 Current Class | 7 Your account |
| 3 Announcements Page | 8 Upcoming Assignments  |
| 4 Assignments  | 9 Updates from your teacher |
| 5 Teacher(s) & Classmates | |

The image above shows areas in Classroom that are likely of interest to parents



- | | | |
|-------------------|-----------------------|-----------------------------|
| 1 Classwork Tab | 5 Topics available | 9 Assignment Status |
| 2 See your Grades | 6 Topic Headings | 10 Attached files/links |
| 3 See Due Dates | 7 Assignment Title | 11 Click to view assignment |
| 4 View your files | 8 Assignment Due Date | |

The image above shares info on assignments and daily lessons



Wifi Connectivity Troubleshooting

No connectivity

- Verify that the wireless adapter is toggled on.
- On phones and tablets, make sure you are not in Airplane Mode.
- When your Wi-Fi is enabled and you show a connection but can't get anywhere, check to make sure you are connected to the right wireless network.
- Make sure you are typing in the correct password to be able to connect to the Wireless network.

Limited Connectivity / Slow

- Laptops, tablets and smartphones can show and tell you basic diagnostic information.
- Did you call your ISP to see if there is an outage in the area?
- Did you reboot your modem or wireless router?
- What time and date did the issue happen?
- Where did the problem occur?
- Have you ever worked out of this room before?
- Do you have multiple devices, and is it happening on all the devices?
- Did you add any new devices on the network?
- Is it only happening when using certain applications?
- Can you connect with your smartphone?
- Are other people in the household able to connect to the WI-FI?
- Are your WI-FI devices connected to the network? Amazon, Nest, Google Home, Smart TV, Ring...

Methods to reduce network traffic

1. Turn off all unnecessary Wi-Fi accessories, for instance, Ring devices, Google Home or Amazon devices.
2. Turn off all Wi-Fi on mobile phones
3. Make sure no other devices are streaming music or videos, such as Netflix, Hulu, YouTube, Sling, Verizon TV, Quibi, Prime Video, Vimeo, Pinterest, Facebook, Udemy, etc.
4. Move closer to the cable modem or Wi-Fi access point.

If your network is slow, try these steps:

1. Unplug the Router and unscrew the co-ax cable and do not plug them back in until 60 seconds have passed. Please do this when everyone is off the network or it will kick them off the internet.



2. Run another speed test. If the numbers are still low, you will need to contact Verizon.
3. Mention the following:
 - a. Mention the speeds is slow.
 - b. Does the current router one supports speeds you are provisioned for. (I think the newer routers have two antennae's). Your router had one antennae so ask them to send you a new router.
 - c. Ask them to verify, if the O.N.T. has been upgraded. (this is the white Verizon box on the outside of your home).
 - d. Tell them you have X number up and x number down speeds and the speed test is showing x number mbps.
4. If they send you a new modem, test the speeds to determine it is working by seeing speeds close to what you're paying for. It is better when you are closer to the router.

The other option to try while you wait for a new modem is to plug your computer directly in the back of the router with a network patch cable. (see picture above). Try and run a speed test. If the speed is close to what your provisioned for, then the router is working fine.

If the speed is fast, then the issue would be that the Wi-Fi signal is not strong enough. You can look at placing a stronger router in place, like a Netgear Nighthawk, or a Netgear Orbi.

Useful resources to help with your issues:

Zoom test - <https://zoom.us/test>

Turn of HD Video

- In your desktop Zoom client, click Settings (the gear icon).
- Click Video in the left-hand menu.
- In the My Video section, uncheck the box beside Enable HD if it is checked.

Zoom Requirements - <https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android>

Check your internet speeds

Internet / WI-FI Speed test www.speedtest.net

Internet Service Providers

Verizon - <https://www.verizonwireless.com/support/covid-19-faqs/#hotspot>

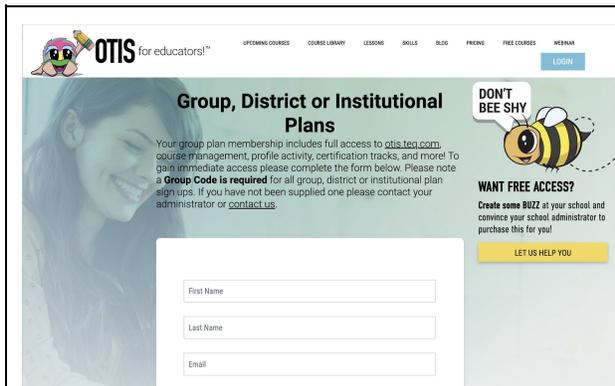
T-Mobile/Sprint - <https://www.t-mobile.com/support/account/covid-19-updates>

AT&T - https://about.att.com/story/2020/att_expands_online_support_covid_19.html

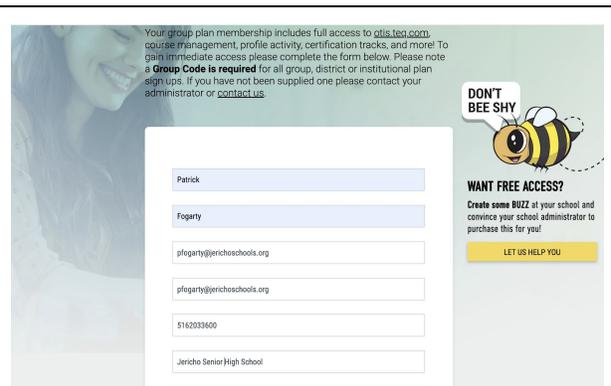


Creating a Parent Account on OTIS

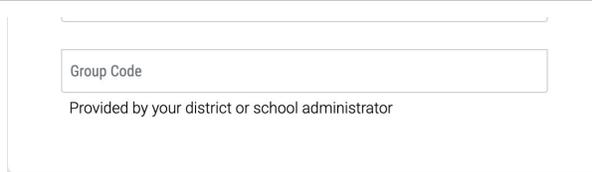
OTIS by Teq is Jericho’s new online training and support platform. Videos on OTIS help parents learn how to support distance learning by teaching skills like troubleshooting home wireless internet connections, enabling webcams, connecting to a Google Meet or Canvas Conference, and many, many more. We encourage all of our district’s parents to sign up and take advantage of this opportunity.



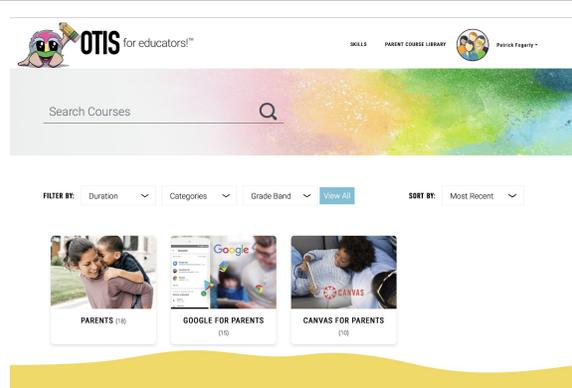
Open up a web browser like Chrome or Safari and go to this URL:
<https://otis.teq.com/users/register/group>



Fill out the form with the necessary information (your name, contact information, personal email address, etc.).



When prompted, use the Group Code **ed8616**



This will place you in the Jericho parents’ group, where you will have access to our parent course library.

If you have any issues with creating your account please contact Teq at otis@teq.com and let them know you are looking to create an account as a parent in the Jericho School District. They will get you set up and ready to go!