

Device Support Guide

Getting Started

1. **Plug in your Chromebook** and **open the screen** to turn on.
2. Connect to a wireless network by clicking the **wireless icon** at bottom right
3. **Select the network** and follow prompts for network password, if needed.



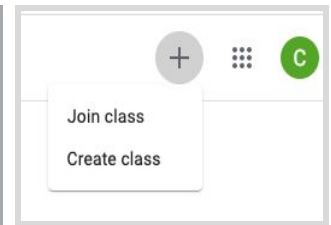
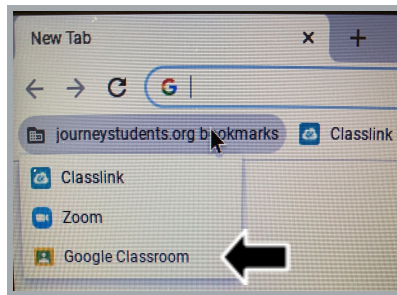
Log In to the Chromebook

Login with student username *firstname.lastname@journeystudents.org* and password: **first initial + ID**

Username: _____@journeystudents.org **Password:** _____

Connect to Google Classroom

1. Click on the **journeystudents.org** bookmarks button
2. Select *Google Classroom*
3. Click on the plus sign (+) on the top right
4. Select "join class" and input class code



Troubleshooting

No Internet	No Video	No Sound	No Power
<ul style="list-style-type: none"> ☒ Restart the chromebook ☒ Restart internet router or hotspot 	<ul style="list-style-type: none"> ☒ Make sure that camera is on ☒ Restart the chromebook 	<ul style="list-style-type: none"> ☒ Restart the chromebook 	<ul style="list-style-type: none"> ☒ Make sure the power adapter is connected ☒ Try another power outlet

Support

If you are having trouble your child's teacher may be able to help. You can also contact your schools' technology designee by calling the school or emailing the designee directly:

Hanley Middle	Hanley Elementary	Coleman School	East Academy
hmtechsupport@myjourneycs.org 901-646-6519	hetechnsupport@myjourneycs.org 901-567-7084	cstechsupport@myjourneycs.org 901-567-7068	easttechsupport@myjourneycs.org 901-567-7086