


Chromebook FAQ

My students can't connect to WiFi

Students should click the WiFi icon  in the bottom right-hand corner of their screen. They should be able to connect to the Chaffey network. If not, they can try inputting their long ID/short ID. If you have set up the access point, they can connect to that. All access points show up as ALHS-AP0# (# changes based on the Chromebook cart you have checked out).

How do I set up the access point?

The access point is a white box, a rectangular adapter, a cord, and 2 ethernet cables. They should be connected correctly when you receive it (the ends of each cable will be marked). Therefore, just plug the cord into an electrical outlet and plug the only available ethernet cable end into the nearest wall (or phone) hub.

There are only _____ number of Chromebooks in the cart... am I missing one?

Some carts have 19 Chromebooks, and other carts have 20. Please check the top of the cart for the exact number. It's possible one is out for repair. Please call the library at x2060 with any discrepancies.

I'm having a trouble getting one or more Chromebooks to work.

Please call Leslie at x2027 and ask her to send Joe Caiola to your classroom if he's available.

My students are working on _____ and I'm not tech-savvy. What can I do?

Please ask me to help! When you check-out the Chromebooks, if you know there's a technology that you would like to use or incorporate and would like me to teach the students how to use it, please let me know! I will be happy to collaborate with you!

My students need resources for _____.

Great! There's a good chance we already have a link, explanation, how-guide, etc. on the library website. Please direct students to www.AltalomaLibrary.com. We want the library website to be a familiar, consistently useful resource for students (and teachers!).

How do I...

Copy? Ctrl + c

Paste? Ctrl + v

Right click? Click on the bottom half of the touchpad with two fingers

Scroll? Move two fingers on the touchpad up and down