March 16, 2020

Walton-Verona Parents,

As you are aware, we are utilizing Non-Traditional Instruction (NTI) days from Tuesday, March 17th through at least Friday, March 27th. During this time, we want to ensure that our students can get technology assistance. If you are having trouble you can send your request via email to the following address: wvhd@wv.kyschools.us. We will usually respond within 24 hours.

Please be sure to leave the following information:
• 	student's name
• 	parent's name
• 	technology question(s)

The Walton-Verona ISD Technology Help Desk is a support service for current students that provides technological assistance with distance education tools and software. We troubleshoot issues that prohibit students from successfully completing course work (hardware and software) and provide technology literacy tutoring. We can assist you with Google accounts, Microsoft accounts, Google apps, Microsoft apps, email, and other district provided software and services. We cannot support your home WiFi, internet connection or personally owned devices.

We hope that this measure will help ease the burden that these difficult times have placed on our families. Please feel free to contact us with questions or concerns.
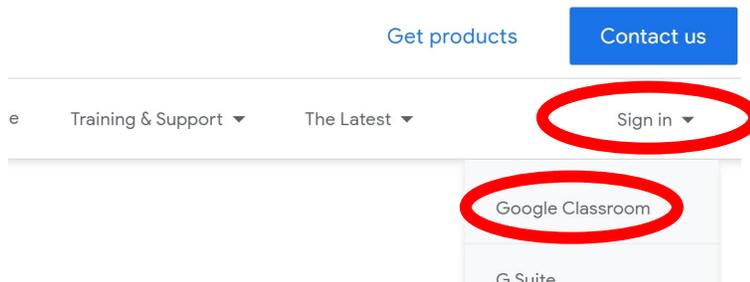
Jason Reis
Director of Technology
Walton-Verona District Office
16 School Road | Walton, KY 41094
wv.kyschools.us
☎: 859-485-4181

Student Instructions for
Logging into Google Classroom

Go to http://www.classroom.google.com and click Sign-In and then choose Google Classroom

Type in your Google email address, which is your firstname.lastname@stu.wv.kyschools.us

Click Next, and then type in your Google password. For most students, that is your first initial, last initial and 6-digit birthday

Once you are logged in, you can view and join your teachers' classrooms!

TROUBLESHOOTING

The problem most students have with getting on at home is that they have a personal Google account that is logged in already on the device. If you have a cell phone and try to log into Google Classroom app, it may try logging you in using your personal Google account, which will not work. The easiest way around this for mobile devices is to launch the Classroom app, tap the hamburger icon in the upper left corner, tap the account that shows up at the top of the list, and this should open the menu of accounts available to switch to, and allow you add an account:
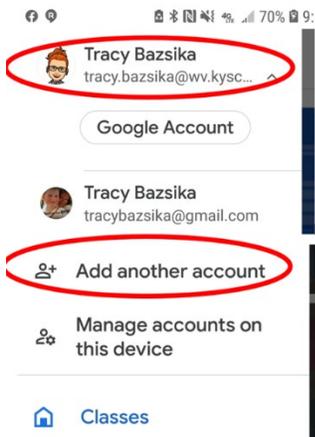
For home computers, if you are logged into Google, mouse over the icon in the upper right corner and if it not your school account, you can click on that icon to choose to add your school account.

See how this is NOT my school account? When I mouse over the icon in the upper right corner, I can see that it is my personal Google account:
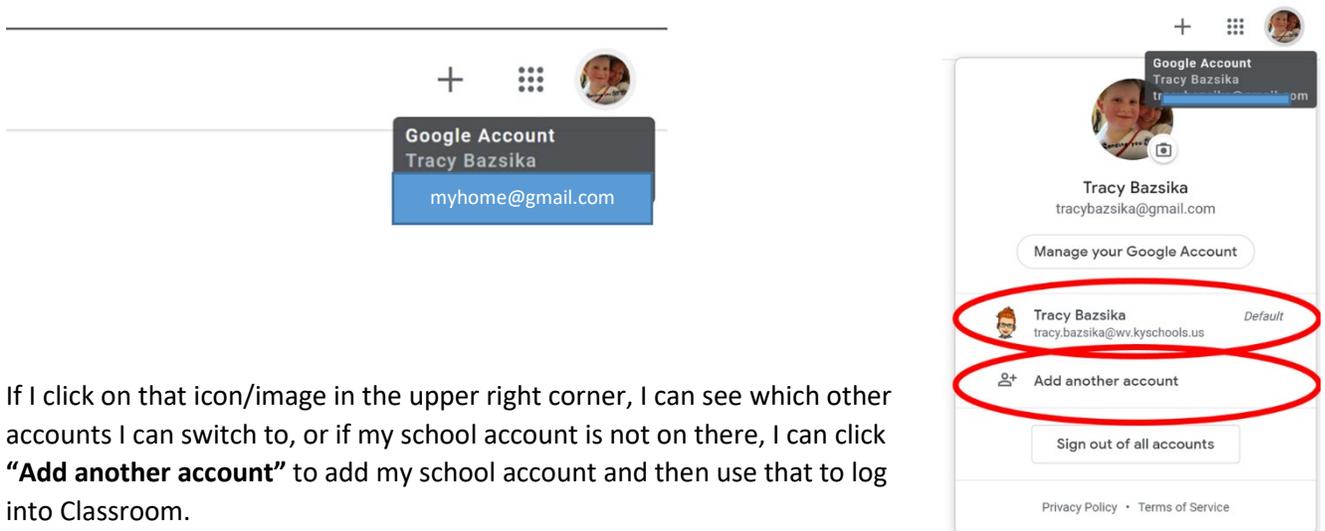
If I click on that icon/image in the upper right corner, I can see which other accounts I can switch to, or if my school account is not on there, I can click **"Add another account"** to add my school account and then use that to log into Classroom.