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Family User Guide for Technology
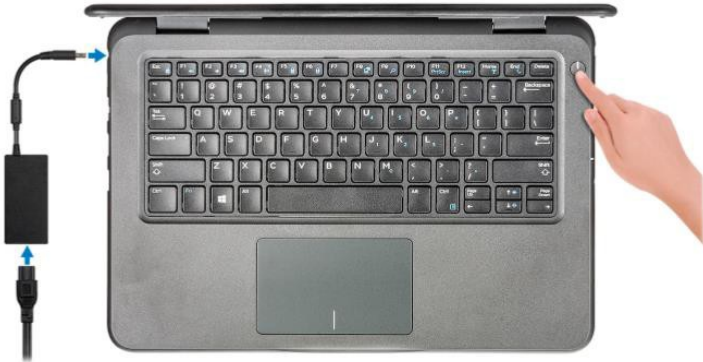
Need help? Technical Support

call – 646-472-1693

email – help@scholars.ascendlearning.org

Getting Started – Your Computer

a. Turning on your computer/tablet

1. Connect the power adapter and press the power button.

2. Finish the Windows system setup.
3. Follow the on-screen instructions to complete the setup. When setting up, Dell recommends that you:
   - Connect to a network for Windows updates.
     ⓘ **NOTE: If connecting to a secured wireless network, enter the password for the wireless network access when prompted.**

b. Getting to know your computer/tablet

<u>Top View</u>

4 5 6

1 – Power button
2 – Keyboard
3 – Touchpad
4 – Microphone
5 - Camera

<u>Left View</u>	<u>Right View</u>
1 2 3 4 5	1 2 3 4
1. Power connector 2. Battery status light 3. HDMI port 4. USB 3.1 port 5. USB Type-C port	1. Audio port 2. microSD port 3. USB 3.1 port 4. Wedge-shaped lock slot

c. Logging into the computer

Ascend laptops are pre-programmed with your username. The password (including the period): **abc123.**

d. Connecting to Wi-Fi or Ethernet

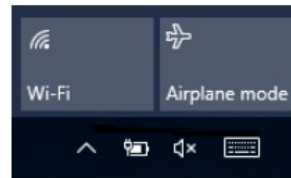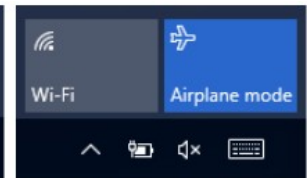| To turn the wireless (Wi-Fi) antenna ON:	To turn the wireless (Wi-Fi) antenna OFF:
1. Locate and select the wireless icon, either in the taskbar or in the hidden icons area (Figure 1). Both of these locations are in the lower right-hand corner of the screen. **Figure 1:** Hidden Icon Location 2. Choose your network and select "Connect." 3. Enter the network password or security key. • This icon means that your wireless antenna is on and your computer is connected to a wireless network. • You can also connect to the internet with an Ethernet cable. If the connection is not secure or strong, consider disconnecting the Ethernet cable and using the guidance above to connect to Wi-Fi.	1. Touch or click the Network icon 2. Touch or click the panel that is labeled Wi-Fi. The panel should turn from blue to gray as shown in *Figure 2.* Note: When you need to turn off all the wireless devices, touch or click Airplane mode. The panel should turn from gray to blue as shown in *Figure 3.* **Figure 2:** Wi-Fi Antenna Off **Figure 3:** Airplane Mode On

e. Physical computer care

a. Give your computer a long life - <u>Know how to treat the battery</u>
   To ensure the battery in your laptop has a long and healthy life, avoid leaving it constantly plugged in and charging. Try to plug the laptop in to charge when the battery gets below 40% and unplug it again when the charge is above 80%. For the longest battery life, the battery should spend most time between 40% and 80%.

b. <u>Shut down your laptop once every few days.</u>
   You may notice that your laptop begins to run slowly after a few days of being constantly on. You can fix this problem by turning off your laptop all the way and leaving it alone for 15 minutes. This will allow your computer's hardware to rest and reset. To turn off your computer all the way, do the following:

Windows — Click the Start icon, click the Power icon, and click Shut down.

c. Computer care tips <u>Prevent accidents before they happen.</u>
- Keep food and drink away from the laptop.
- Use your laptop in safe conditions (e.g., away from water, extreme temperatures, and so on).
- Place your laptop out of reach of pets.
- Carry your laptop with two hands.
- Ensure that you've removed any cords (e.g., power cable, headphones,
- and so on) before moving with or away from your laptop.
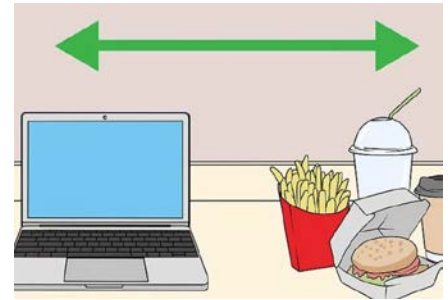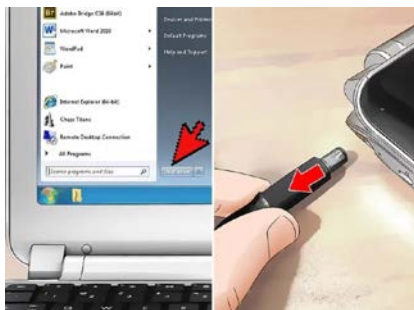

d. <u>Be gentle when plugging in peripherals.</u>
Peripherals are items you plug into your laptop, such as USB flash drives or accessories, headphone or speaker cables, adapters, and even the power cable. Many of these items have specific ports or locations into which they fit, so pay attention to the shape and size of an item's connector before plugging it into its respective port.

e. <u>Clean your laptop often.</u>

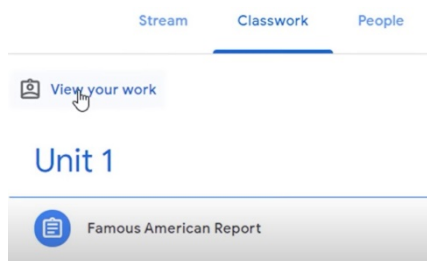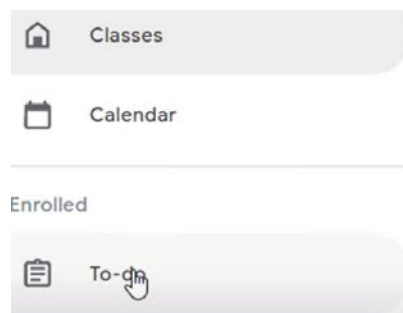| Step 1:	Step 2:
Turn off and unplug your laptop before you do any cleaning. Shut the laptop down through the Power Options menu, then remove the power cord.	Kill germs by wiping down the surface of the keys with a disinfecting wipe. But do not use wipes with bleach in them, as these can damage the protective coating on the keys.
Step 3:	Step 4.
Wipe the screen gently with the soft cloth. Using one sweep of the cloth should take care of any dust and loose particles on the screen.	Never directly wet the screen. Do not, under any circumstance, spray water directly onto the screen of the laptop. This significantly increases your odds of getting water into the machine, thereby making an electrical short more likely.

Getting Technical Support

Students and families can request technical support by calling 646-472-1693 or emailing help@scholars.ascendlearning.org

Using Google Classroom

Google Classroom is a class organization platform that incorporates Google's core G- Suite (Google Docs, Sheets, Slides, Drive, and other Google products) so that students can access everything they need for a class in one place, including homework assignments, group projects, and files. This is where students will start their school day and class periods. Their teachers will post instructions for what they will do that school day in Google Classroom.

1. Logging into Google Classroom
    a. Go to https://ascendlearning.onelogin.com/
    b. Enter username: firstname.lastname@scholars.ascendlearning.org.
       Usernames will also be provided by your school.
    c. Select the checkbox next to "Remember my username."
    d. Select "Continue."
    e. Enter your password. Passwords will also be provided by your school.
    f. Select "Continue."

Username screen: Password screen:

    g. Select "Google Classroom."

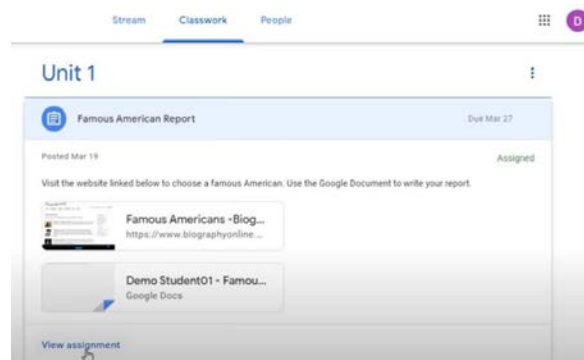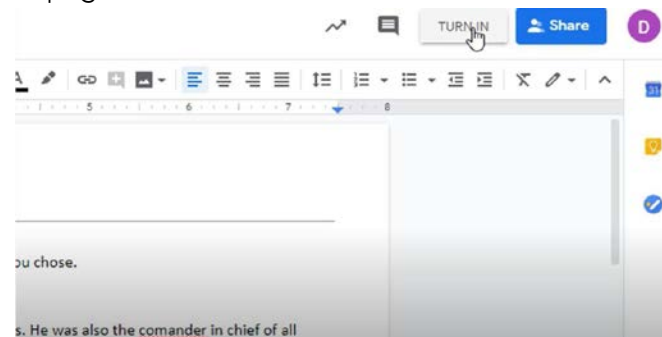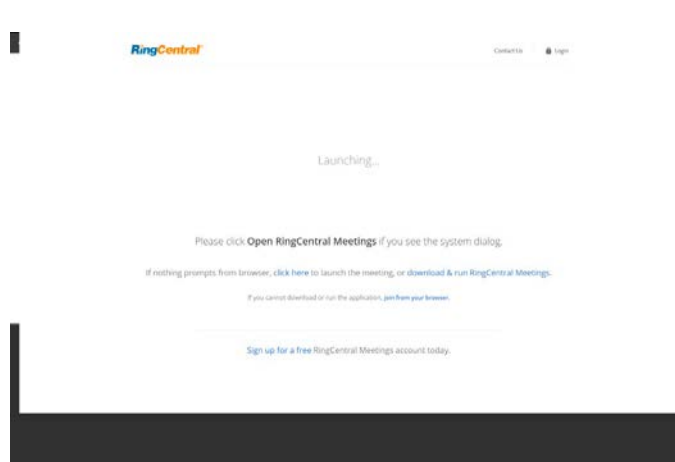|	
h. Select "View your work" located in the upper left corner. This will bring up all assignments for the class. 	i. To view assignments for all classes, select the main menu icon, located in the upper left-hand corner, and select "To-do" from the drop down menu.
j. Select an assignment. All incomplete assignments will be listed on the Classwork tab, and the icon next to it will be highlighted with a color.	k. Select "View Assignment" to view the contents, including directions and any relevant documents.
l. Once you have thoroughly reviewed all contents of the assignment, complete all documents in the <u>Your Work</u> section, located in the upper right-hand corner of the page. 	m. Once you complete an assignment, select "Turn in," located in the upper right-hand corner of the page…
n. *Or* you can go back to the assignment page and select "Turn in," located in the Your Work section. 	o. You'll be prompted once more to select "Turn in" or "Cancel." If your assignment is complete and you are satisfied with it, select "Turn in." Once you turn in your assignment, it cannot be edited.
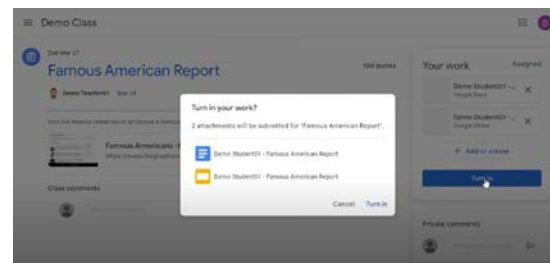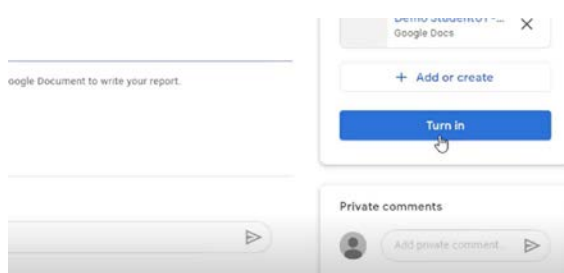
p.   Repeat steps 7-9 until all assignments are turned in.
q.   If you need to edit an assignment that's been turned in, select "Unsubmit." This will grant you editing rights. Once you are done editing, select "Turn in."
r.   To remove an attachment, click the delete icon next to the attachment's name.

Using RingCentral Meetings

RingCentral is a video conferencing system that students will use to join class with their teachers and fellow students. Teachers will share a link to their RingCentral classroom on Google Classroom, and students will join the class in RingCentral at the start of the class period.

Attending class in RingCentral

|	
a. After clicking the link from your teacher, you will see this page. RingCentral Meeting will automatically download for you, just click open. 	b. Select "Join with Computer Audio."
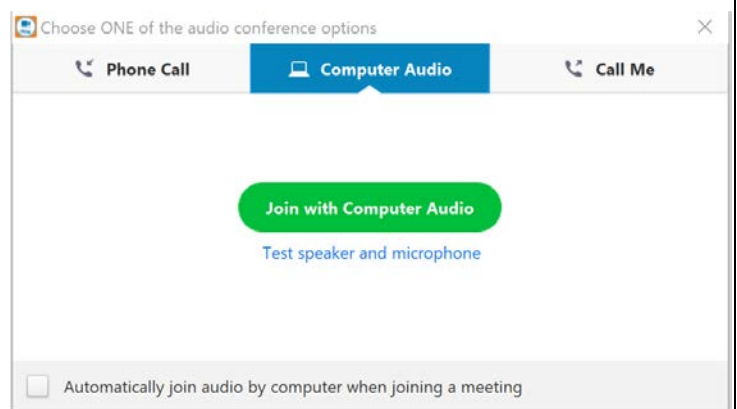
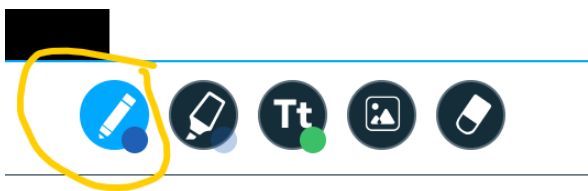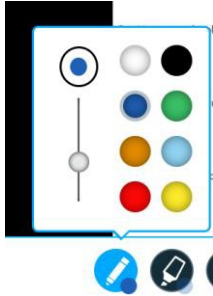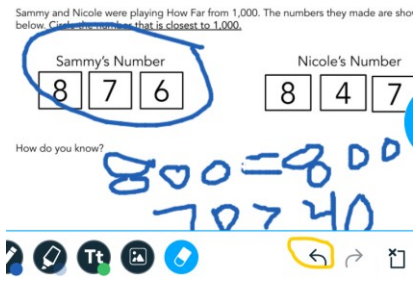| |
|---|
| c. Mute yourself, unless directed otherwise by your teacher. When your microphone is muted, you will see a red cross through it as shown below

 |
| d. Make sure your camera is on by clicking the Start Video icon in the bottom left corner of your screen.

 |
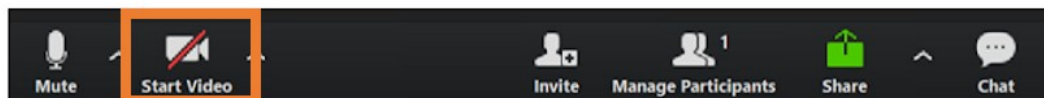
Using Nearpod

Nearpod is an interactive student engagement platform where teachers can upload PowerPoints, and scholars can participate with the class content using collaborative structures.

1. **Logging into Nearpod**
   Nearpod lessons will be assigned through your scholar's Google Classroom. When scholars open their class assignment, it will take them to the associated Nearpod lesson. To begin working in the Nearpod, students will be prompted to type in their name. After entering their name, they will be able to complete activities and classwork within the Nearpod.

2. Using the "Draw It" feature

An important feature of Nearpod is called the "Draw It" tool. Many class assignments will require drawing. The steps to using the Draw It tool are shown below.

Step 1: Click on the pencil icon shown below.

Step 2: Select the color and pen size for your drawing.

Step 3: Draw using a mouse or trackpad. If you make a mistake while drawing, you can undo your last action by pressing the arrow shown below in the bottom right corner.

3. Using the "Student Notes" feature in Nearpod

a. The "Student Notes" feature within Nearpod allows students to take notes during a Nearpod lesson. Students are able to use this feature by clicking a button located on the right side of a Nearpod lesson. Students can freely type notes or copy and paste text from the Nearpod lesson or an outside resource.

b. How to access Student Notes option as a student

Step 1: During lesson, click on the note-taking icon in the upper right-hand corner

Step 2: Choose "Save to Google Drive."

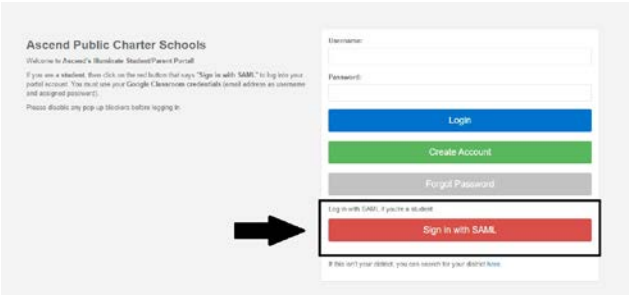Step 3: If needed, log in to Google Drive using your OneLogin password.

Using the Illuminate Portal

Illuminate is where you can view all the grades that will go on your report card. In grades 3 and up, your teacher may also direct you to the Illuminate Portal to take a test.
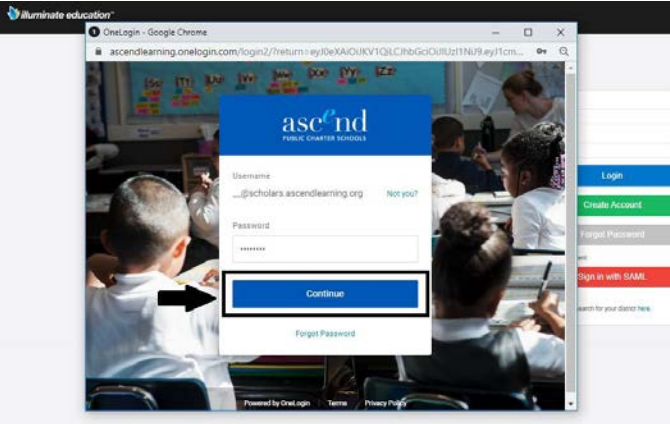
1. **Logging into the Illuminate Portal**

<table>
<tr>
<td colspan="2">a. Go to https://ascendlearning.illuminatehc.com/</td>
</tr>
<tr>
<td>b. Click on the red button, "Sign in with SAML."</td>
<td>c. In the pop-up window, enter your Google Classroom username (<u>firstname.lastname@scholars.ascendlearning.org</u>) as the username, then click "Continue." Then enter your password and click "Continue".</td>
</tr>
<tr>
<td colspan="2">d. If you have upcoming tests for the week, you will see an option to take the test or go to your portal. DO NOT CLICK "TAKE ASSESSMENT" until your teacher tells you to do this. You won't be able to pause the test, and you may not yet have what you need to be successful.</td>
</tr>
</table>

2. **Viewing your grades in Illuminate Student Portal**

   a. Follow the steps for logging in above, but click "CONTINUE TO PORTAL."

   b. To see your scores that will contribute to your report card grade, click on "Assessments" on the left.