Allentown School District Information Technology FAQ

FOR PARENTS AND GUARDIANS

Information Technology Department
Spring 2020
# Table of Contents
(Please click the embedded link to jump to a desired section, or manually scroll to it.)

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Links</td>
<td>3</td>
</tr>
<tr>
<td>Parents and Guardians</td>
<td>4</td>
</tr>
<tr>
<td>Technology Cleaning Instructions</td>
<td>4</td>
</tr>
<tr>
<td>Question and Answer</td>
<td>6</td>
</tr>
<tr>
<td>G Suite</td>
<td>7</td>
</tr>
<tr>
<td>Google Classroom</td>
<td>7</td>
</tr>
<tr>
<td>Clever</td>
<td>7</td>
</tr>
<tr>
<td>Access to ASD Digital Platforms</td>
<td>8</td>
</tr>
<tr>
<td>Student Log-In conventions for digital learning platforms</td>
<td>8</td>
</tr>
<tr>
<td>Elementary Student Logins:</td>
<td>8</td>
</tr>
<tr>
<td>STAR Renaissance Student Logins:</td>
<td>8</td>
</tr>
<tr>
<td>Clever Logon Guide</td>
<td>9</td>
</tr>
<tr>
<td>Access Per ASD Learning Platform</td>
<td>11</td>
</tr>
<tr>
<td>ASD Internet Access Information</td>
<td>18</td>
</tr>
<tr>
<td>Tips for Improving Internet Access</td>
<td>18</td>
</tr>
<tr>
<td>FCC Initiative- Keep Americans Connected</td>
<td>18</td>
</tr>
<tr>
<td>Commercial Providers</td>
<td>19</td>
</tr>
<tr>
<td>Comcast</td>
<td>19</td>
</tr>
<tr>
<td>Verizon</td>
<td>19</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>19</td>
</tr>
<tr>
<td>T-Mobile and Metro by T-Mobile</td>
<td>20</td>
</tr>
<tr>
<td>Sprint and Boost Mobile</td>
<td>20</td>
</tr>
<tr>
<td>RCN</td>
<td>21</td>
</tr>
<tr>
<td>Service Electric Cable TV</td>
<td>21</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
</tr>
</tbody>
</table>
**Quick Links**

**ASD Digital Learning Resources:**
https://www.allentownsrd.org/parents___students/digital_learning

**Free Internet ASD Source:**
https://www.allentownsrd.org/departments/community_and_student_services/health_services/COVID19/COVIDInternet

**Google Teacher Center:**
https://teachercenter.withgoogle.com/

**Google Classroom Quick Start:**
https://teachercenter.withgoogle.com/resources/general/details?key=ahpzfmd3ZWItZWR1LXRyYWluaW5nLWNlbnRlc3RlcXRvZXRJhbc291cmNiGICAgICAgLi8wYTkc

**Zoom K-12 40 minute Lift**

**Teaching and Educating with Zoom: Tips and Tricks**
https://zoom.us/docs/doc/Tips%20and%20Tricks%20for%20Teachers%20Educating%20on%20Zoom.pdf

**Zoom Classroom Security:**
https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/

**Parents’ Ultimate Guide to Zoom:**
https://www.commonsensemedia.org/blog/parents-ultimate-guide-to-zoom

**Guía Para Padres Sobre Zoom:**
https://www.commonsensemedia.org/espanol/blog/guia-para-padres-sobre-zoom
Parents and Guardians

Technology Cleaning Instructions

_The guidance below is provided by Dell Technologies, and can be found at_ https://www.dell.com/support/article/en-us/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en

We understand customers may have questions about cleaning and disinfecting options for their Dell products. The guidance below applies to all Dell-branded PCs, monitors or display screen, docking stations, keyboards, and mice.

1. We recommended you wear disposable gloves when cleaning and disinfecting surfaces.
2. Turn off the device you plan to clean and disconnect AC power. Also remove batteries from items like wireless keyboards. Never clean a product while it is powered on or plugged in.
3. Disconnect any external devices.
4. Never spray any liquids directly onto the product.
5. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water. The cloth should be damp, but not dripping wet. Excess moisture should be removed if the cloth is wet before wiping the product. Using any material other than a microfiber cloth could cause damage to your product.
6. Gently wipe the moistened cloth on the surfaces to be cleaned. Do not allow any moisture to drip into areas like keyboards, display panels, etc. Moisture entering the inside of an electronic product can cause damage to the product. Excessive wiping potentially could lead to damaging some surfaces.
7. When cleaning a display screen, carefully wipe in one direction, moving from the top of the display to the bottom.
8. Surfaces must be completely air-dried before turning the device on after cleaning. No moisture should be visible on the surfaces of the product before it is powered on or plugged in.
9. After cleaning or disinfecting a glass surface, it may be cleaned again using a glass cleaner designed for display surfaces following directions for that specific cleaner. We recommend you avoid glass cleaning products containing Ammonia.
10. Discard the disposable gloves used after each cleaning. Clean your hands immediately after gloves are removed and disposed.
Other cleaning chemicals are very harsh and will damage surfaces. Avoid using any of the following chemicals or products containing these chemicals:

- Any chlorine-based cleaner, such as bleach
- Peroxides (including hydrogen peroxide)
- Solvents such as; acetone, paint thinner, benzene, methylene chloride or toluene
- Ammonia (i.e. Windex)
- Ethyl alcohol

Using any of the chemicals listed above will cause permanent damage to some product surfaces. By following the steps outlined in this document, you can minimize the risk of damage.

(This ends the guidance provided by Dell Technologies.)

All the guidance above is provided by Dell Technologies, but is applicable to all brands. Please be careful to read all labels on any cleaning product before using on any technological devices.

DO NOT USE any of the harsh chemicals listed above to clean any computers or related devices.

*NOTE: Ethyl Alcohol is generally contained in hand sanitizers. Therefore, hand sanitizers are not to be used on any computers or related devices*
Question and Answer

Q- What should a guardian know about Zoom?
A- The following links provide useful information that guardians should know about Zoom:
   English: https://www.commonsensemedia.org/blog/parents-ultimate-guide-to-zoom
   Español: https://www.commonsensemedia.org/espanol/blog/guia-para-padres-sobre-zoom

Q- What if my student doesn’t have a laptop?
A- ASD has developed a borrowing plan for students that is being implemented by each school site. Chromebooks will be distributed based on need, keeping in mind that we need to keep our community as safe as possible by not creating the opportunity for large crowds to gather. If you are in need of a device to complete school assignments, please contact the district by using the ‘Let’s Talk’ platform on the homepage of the ASD website.

Please also complete the District’s technology needs survey if you have not already via the link below:
https://docs.google.com/forms/d/e/1FAIpQLSeSyIoV7TwgXaj3Jb7u99s0RSYVA0dPhX65G674fpcPbYkFsg/viewform

If you have been contacted by your school, please remember to practice safe social distancing when coming to the school and always wear a face mask or covering. Please do not come to the school without an appointment. Parents will be expected to sign an Equipment License Agreement, available in English, Spanish and Arabic.

Q- What should guardians know about Distance Learning?
A- In order to fully benefit from Distance Learning, students are expected to exhibit appropriate classroom behavior.

Q- How can I get technical support?
A- Anyone experiencing issues with student computers should be sent to the ASD IT Help Desk at 484-765-HELP (4357) or contact helpdeskstaff@allentownsd.org
Our IT department CAN also help with the following issues:
   ● Computer is not holding a charge
   ● Charger is not working
● Computer screen is broken
● Computer keys are broken

Families who experience issues with internet setup, connectivity to the internet or other internet related issues should contact their local internet service provider.

Q- What should I use my ASD issued device for?
A- The ASD issued device should be used only for ASD distance learning.

G Suite

Q- Will an ASD assigned Chromebook work with my personal Google account?
A- ASD assigned Chromebooks will only work with a district Google account.

Google Classroom

Q- What should guardians know about Google Classroom?
Link: Digital Learning

Clever

Q- How should I sign into Clever?
A- You should use the same sign-in process you would at your school site.

Q- What should I do when signing into Google Classroom through Clever for the first time?
A- Clever does support Google Classroom integration, but only for SSO Saved Passwords. This means that students must type in their login again into Clever when attempting to connect to Google Classroom the first time.
Access to ASD Digital Platforms

Student Log-In conventions for digital learning platforms

**Elementary Student Logins:**

Username: (Student ID#)@allentownsd.org  Ex: 123456@allentownsd.org  
Password: (Student ID#)(First Name Initial)(Last Name Initial) (capitalized)  Ex: 123456TS

**Middle School and High School Student Logins:**

Username: (Student ID#)@allentownsd.org  Ex: 123456@allentownsd.org  
Password: Each student has set a unique password. If a reset is required, please contact the student’s school or ASD IT Help Desk at 484-765-HELP (4357) or contact helpdeskstaff@allentownsd.org.

**STAR Renaissance Student Logins:**

Username: Student ID#  
Password: (Student ID#)(First Name Initial)(Last Name Initial) (lowercase)  Ex: 123456ts
Clever Logon Guide

Step 1: Navigate to the ASD Digital Learning page. (ASD Website > Parents & Students > Digital Learning)
Step 2: Click on the ‘Clever’ logo.

Step 3: Select which type of device you are using- either a Chromebook, or a Windows PC or Apple iPad.

Step 4: Enter your login credentials for either Elementary school or Middle/High school.
For Elementary Schools:

**Username:** StudentID#
**Password:** StudentID# First Initial Last Initial (Upper Case/ No Spaces)
Ex: John Doe Student ID: 123456
Username: 123456
Password: 123456JD

For Middle/High Schools:

**Username:** StudentID#
**Password:** User Created
Note: If a password was not created, the temporary password is the school mascot with the first letter capitalized #1.
EX: John Doe Student ID: 123456 from Allen HS
Username: 123456
Password: Canaries#1
## Access Per ASD Learning Platform

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>ACCESS AND LOGIN INSTRUCTIONS</th>
<th>SUPPORT/HELP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear</td>
<td>✓ Via Clever link on website (Parents &amp; Students &gt; Digital Learning &gt; Clever)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>✓ Chrome link on Google Chromebooks after logging in.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>High/Middle School</strong></td>
<td><strong>Elementary School</strong></td>
</tr>
<tr>
<td>Username</td>
<td>Password</td>
<td>Username</td>
</tr>
<tr>
<td>Six Digit Student ID#</td>
<td>User Set</td>
<td>Six Digit Student ID#</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Six Digit Student ID# First Initial Last Initial (Upper Case/ No Spaces)</td>
</tr>
<tr>
<td>Edgenuity</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning &gt; Clever)</td>
<td>Email Takecia Saylor</td>
</tr>
<tr>
<td></td>
<td>Note: Edgenuity is accessed via the Clever Login portal.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>✓ Edgenuity can also be accessed at:</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="https://www.edgenuity.com/login/">https://www.edgenuity.com/login/</a></td>
<td></td>
</tr>
<tr>
<td>Accelerate Learning</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning &gt; Edgenuity)</td>
<td></td>
</tr>
<tr>
<td>Elementary Schools</td>
<td><strong>STUDENTS- Username:</strong> Six Digit Student ID#  <strong>Password:</strong> Six Digit Student ID#</td>
<td></td>
</tr>
<tr>
<td>Google G Suite for Education</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning)</td>
<td>Email Takecia Saylor</td>
</tr>
<tr>
<td></td>
<td><strong>FACULTY &amp; STUDENTS - ASD Credentials</strong></td>
<td></td>
</tr>
<tr>
<td>Office 365 for Education</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning)</td>
<td>Email Takecia Saylor</td>
</tr>
<tr>
<td></td>
<td><strong>FACULTY &amp; STUDENTS - ASD Credentials</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **Think Central**  
Elementary Schools  
Middle Schools | ✔ Link on Website (Parents & Students > Digital Learning)  
**FACULTY & STUDENTS** – Use ASD Credentials | Email Takecia Saylor/Brandy Sawyer |
| --- | --- | --- |
| **my.hrw.com**  
Middle Schools  
High Schools | ✔ Link on Website (Parents & Students > Digital Learning)  
**FACULTY & STUDENTS** – Use ASD Credentials | Email Jennifer Bryant |
| **myPerspectives**  
Middle Schools | ✔ Link on Website (Parents & Students > Digital Learning)  
**FACULTY & STUDENTS** – Use ASD Credentials | Email Jennifer Bryant |
| **Big Ideas Math**  
High Schools | ✔ Via Clever link on website (Parents & Students > Digital Learning > Clever)  
✔ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in.  
**FACULTY & STUDENTS** - ASD Credentials | Email Jennifer Bryant |
| **Discovery Education** | ✔ Link on Website (Parents & Students > Digital Learning)  
**FACULTY & STUDENTS** – Use ASD Credentials | Email Takecia Saylor |
| **Overdrive Digital Library** | ✔ Link on website (Parents & Students > Digital Learning)  
**FACULTY** - Select Allentown School District > Teacher and login using ASD credentials  
**STUDENT** - Select Allentown School District > Student and login using ASD credentials | Email Takecia Saylor |
<table>
<thead>
<tr>
<th>Application</th>
<th>Description</th>
<th>Email Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lexia Core5 Reading</td>
<td>✓ Clever link on website (Parents &amp; Students &gt; Digital Learning &gt; Clever)</td>
<td>Takecia Saylor</td>
</tr>
<tr>
<td></td>
<td>✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.</td>
<td></td>
</tr>
<tr>
<td>Lexia Power Up Literacy</td>
<td>✓ Clever link on website (Parents &amp; Students &gt; Digital Learning &gt; Clever)</td>
<td>Takecia Saylor</td>
</tr>
<tr>
<td></td>
<td>✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.</td>
<td></td>
</tr>
<tr>
<td>FACULTY &amp; STUDENTS - ASD Credentials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Big History Project</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning)</td>
<td>Takecia Saylor</td>
</tr>
<tr>
<td>FACULTY &amp; STUDENTS - ASD Credentials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Navigate</td>
<td>✓ Clever link on website (Parents &amp; Students &gt; Digital Learning &gt; Clever)</td>
<td>Takecia Saylor</td>
</tr>
<tr>
<td></td>
<td>✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.</td>
<td></td>
</tr>
<tr>
<td>FACULTY &amp; STAFF - ASD Credentials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applied Educational System</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning)</td>
<td>TBD</td>
</tr>
<tr>
<td>Follett Destiny</td>
<td>✓ Link on Website (Parents &amp; Students &gt; Digital Learning)</td>
<td>Brandy Sawyer</td>
</tr>
<tr>
<td><strong>ASDAllentown</strong></td>
<td><strong>School District</strong></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------</td>
<td></td>
</tr>
</tbody>
</table>

| **typing.com** | ✓ Clever link on website (Parents & Students > Digital Learning > Clever)  
✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.  
**FACULTY & STAFF** – Use ASD Credentials |
| **XtraMath** | ✓ Link on Website (Parents & Students > Digital Learning) |
| **Common Sense Education** | ✓ Via Clever link on website (Parents & Students > Digital Learning > Clever)  
✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.  
**FACULTY & STAFF** - ASD Credentials |
| **Edmodo** | ✓ Clever link on website (Parents & Students > Digital Learning > Clever)  
✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.  
**FACULTY & STAFF** - ASD Credentials |
| **PBS LearningMedia** | ✓ Clever link on website (Parents & Students > Digital Learning > Clever)  
✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.  
**FACULTY & STAFF** – Use ASD Credentials |
| **Khan Academy** | ✓ Clever link on website (Parents & Students > Digital Learning > Clever)  
✓ Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.  
**FACULTY & STAFF** - ASD Credentials |

*Emails:*
- Brandy Sawyer
- Takecia Saylor
### myLexia

- Clever link on website (Parents & Students > Digital Learning > Clever)
- Clever shortcut on Windows Desktop; Chrome link on Google Chromebooks after logging in; Clever shortcut on shelf.

### Renaissance STAR

- Link on Website (Parents & Students > Digital Learning or > Clever)
- Shortcut on Windows Desktop, Google Chrome Shelf, and Clever.

The following information is for logging directly into the Rennessance STAR website, NOT through Clever.

#### FACULTY

<table>
<thead>
<tr>
<th>Username</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASD Username</td>
<td>User Created</td>
</tr>
</tbody>
</table>

#### STUDENTS

<table>
<thead>
<tr>
<th>Username</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Six Digit Student ID#</td>
<td>ID# First and Last Initial (lowercase/ no spaces)</td>
</tr>
</tbody>
</table>

### NEW FACULTY

<table>
<thead>
<tr>
<th>Username</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Last Name First Initial</td>
<td>Same as password. It will prompt to change password.</td>
</tr>
</tbody>
</table>
ASD Digital Learning Page
Clever Portal
**ASD Internet Access Information**

**Q-** What resources is the Allentown School District offering to help provide families with internet access?  
**A-** The Allentown School District recognizes how critical internet access is for our community during the COVID-19 pandemic. We are committed to providing the most current and accessible internet options needed to support the learning and enrichment of our students, families, teachers and staff. If a student has been provided a hotspot by the district, and there are any questions, please contact the ASD IT Help Desk at 484-765-HELP (4357) or contact helpdeskstaff@allentownsd.org.

Please review the information below. For more details on each option, navigate to the included commercial provider links. We will continue to update this list as we become aware of any additional provisions. *(Allentown School District is not sponsoring the below options.)*

**Tips for Improving Internet Access**

If you have any internet related concerns, please read these helpful articles on how to improve your internet access, and how to turn your phone into a mobile hotspot.

**FCC Initiative- Keep Americans Connected**

Due to the COVID-19 pandemic, the FCC encouraged broadband, telephone connectivity providers, and trade associations to take the Keep Americans Connected Pledge. Companies that take the pledge agree to the following for the next 60 days:

1. Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the Coronavirus pandemic;
2. Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the Coronavirus pandemic; and
3. Open its WiFi hotspots to any American who needs them.

For more information, visit https://www.fcc.gov/keep-americans-connected.
Commercial Providers

(Allentown School District is not sponsoring or being sponsored by the below Internet Services.)

Comcast

- Comcast took the Keep Americans Connected Pledge.
- Through May 2020, Xfinity WiFi Hotspots across the country will be available for free, even for non-Xfinity customers. To locate an Xfinity hotspot, visit http://www.xfinity.com/wifi. Once at the location, enable WiFi on your device. Select “xfinitywifi” in your list of available networks. Open up a web browser.

For more information, visit https://www.xfinity.com/.

Verizon

- Verizon took the Keep Americans Connected Pledge
- Verizon is offering low-cost internet access through its Lifeline program. Individuals must qualify. Limitations apply. For more information, visit Verizon’s Lifeline page.
- Verizon will provide two months of waived bill charges for Lifeline customers, if they had Lifeline as their class of service as of March 20, 2020.


AT&T

- AT&T took the Keep Americans Connected Pledge
- Public WiFi hotspots will be kept open
- AT&T has expanded eligibility of Access from AT&T program to households participating in the National School Lunch Program and Head Start.
For more information, visit https://about.att.com/pages/COVID-19.html#consumers.

**T-Mobile and Metro by T-Mobile**

- T-mobile took the Keep Americans Connected Pledge
- [T-Mobile Connect](https://www.t-mobile.com) is offering a $15 per month plan for unlimited talk and text plus 2GB of high-speed smartphone data.
- New and current Metro customers with any voice line can also get a free 8” tablet (via rebate redemption) with a $15 unlimited tablet data plan. *(Plus sales tax and activation fee. Requires new line of tablet service. Not valid in CT/RI/Miami-Dade)*
- MetroSmart Hotspot devices will be half off, and the $35 per month data plan will include 20GB — double the normal monthly data — for the next 60 days.
- T-Mobile is giving all current T-Mobile and Metro by T-Mobile customers as of March 13, 2020 who have legacy plans without unlimited high-speed data, unlimited smartphone data for the next 60 days (excluding roaming).
- Starting March 20, 2020, T-Mobile is providing eligible T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an additional 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) for each voice line.
- T-Mobile is working with their Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13, 2020.


**Sprint and Boost Mobile**

- Sprint took the Keep Americans Connected Pledge
- Sprint is providing unlimited data for 60 days to customers with metered data plans.
- Sprint is giving 20 GB of free mobile hotspot to customers with hotspot-capable devices.
- Boost Mobile customers currently on an **unlimited data plan** that includes Mobile Hot Spot with Boost Mobile, will automatically receive an additional **20 Gigs of mobile hotspot** on their plans at no extra cost through **April 30, 2020**.
- Boost Mobile customers currently on a **capped data plan** (including WiFi Hotspot plans and Unlimited Plans without Mobile Hot Spot) with Boost Mobile, will automatically receive an additional **20 Gigs of data** on their plans at no extra cost through **April 30, 2020**.

For more information on Boost Mobile, visit https://www.boostmobile.com/about/covid-19-response.html.

**RCN**

- RCN took the Keep Americans Connected Pledge
- RCN will provide 60 days of free internet through its Lifeline program. See the Lifeline instructions here

For more information, visit https://www.rcn.com/hub/help/lifeline/

**Service Electric Cable TV**

- SECTV took the Keep Americans Connected Pledge.
- SECTV will offer free 10x5 Internet service for 90 days for new customers during this ongoing national emergency.

For more information, visit https://www.sectv.com/Web/aspHome.aspx?strSystem=LV