



# **Allentown School District Information Technology *FAQ***

## **FOR PARENTS AND GUARDIANS**

*Information Technology Department  
Fall 2021*



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## **Quick Links**

### **ASD Digital Learning Resources:**

[https://www.allentownsd.org/parents\\_students/digital\\_learning](https://www.allentownsd.org/parents_students/digital_learning)

### **Free Internet ASD Source:**

[https://www.allentownsd.org/departments/community\\_and\\_student\\_services/health\\_services/COVID19/COVIDInternet](https://www.allentownsd.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=ahpzfmd3ZWltZWZWR1LXRyYWluaW5nLWNlbmRlcmlcCxlPR2VuZXJhbFJlc291cmNIGICAgLi8wYIKDA>

**Zoom K-12 40 minute Lift** <https://support.zoom.us/hc/en-us/articles/360041264451-K-12-School-Time-Limit-Removal-Request-FAQ>

### **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/>

### **Parent's Ultimate Guide to Zoom:**

<https://www.common sense media.org/blog/parents-ultimate-guide-to-zoom>

### **Guía Para Padres Sobre Zoom:**

<https://www.common sense media.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/enus/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/1FAIpQLSeSyloV7TwgXaj3Jb7u99s0RSYVA0dPhX65G674fpcPbYkFsg/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 a 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 \(4357\)](tel:484-765-HELP) or contact [helpdeskstaff@allentownsd.org](mailto: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?*

**A-** Please refer to the official Allentown School District website for a complete guide to the Google Classroom setup. Navigate to Parents & Students > Digital Learning > Parents' Guide to 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.

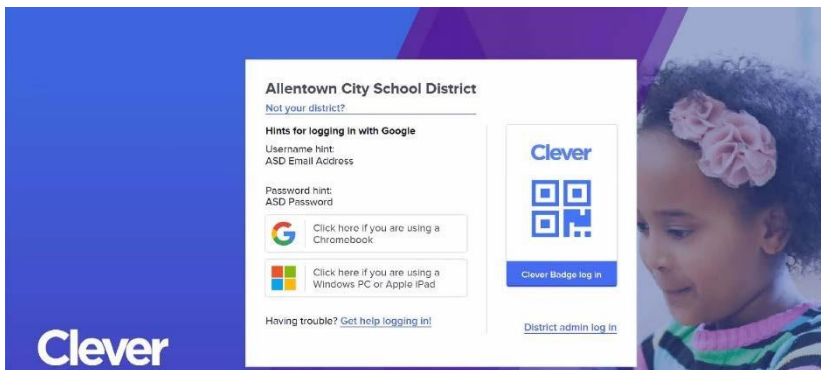
## Clever Logon Guide

**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.













## Access Per ASD Learning Platform

PROGRAM		ACCESS AND LOGIN INSTRUCTIONS	SUPPORT/HELP
	<b>Clever</b>	✓ Via Clever link on website (Parents & Students > Digital Learning > Clever) ✓ Chrome link on Google Chromebooks after logging in. <u><b>FACULTY &amp; STUDENTS - ASD Credentials</b></u>	IT Department
	<b>Edgenuity</b>	✓ Link on Website (Parents & Students > Digital Learning > Clever) Note: Edgenuity is accessed via the Clever Login portal. ✓ Edgenuity can also be accessed at: <a href="https://www.edgenuity.com/login/">https://www.edgenuity.com/login/</a>	IT Department
	<b>Accelerate Learning</b> Elementary Schools	✓ Link on Website (Parents & Students > Digital Learning > Edgenuity) ✓ Accelerate can be accessed at: <a href="https://sislogin.edgenuity.com/">https://sislogin.edgenuity.com/</a>	IT Department
	<b>Google G Suite for Education</b>	✓ Link on Website (Parents & Students > Digital Learning) <u><b>FACULTY &amp; STUDENTS - ASD Credentials</b></u>	IT Department
	<b>Office 365 for Education</b>	✓ Link on Website (Parents & Students > Digital Learning) <u><b>FACULTY &amp; STUDENTS - ASD Credentials</b></u>	IT Department
	<b>Think Central</b> Elementary Schools Middle Schools	✓ Link on Website ( Parents & Students > Digital Learning) <u><b>FACULTY &amp; STUDENTS – Use ASD Credentials</b></u>	IT Department
	<b>my.hrw.com</b> Middle Schools High Schools	✓ Link on Website (Parents & Students > Digital Learning) <u><b>FACULTY &amp; STUDENTS – Use ASD Credentials</b></u>	Literary Department

	<b>myPerspectives</b> Middle Schools	✓ Link on Website (Parents & Students > Digital Learning) <b><u>FACULTY &amp; STUDENTS</u></b> – Use ASD Credentials	Literary Department
	<b>Big Ideas Math</b> 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. <b><u>FACULTY &amp; STUDENTS</u></b> - ASD Credentials	Literary Department
	<b>Discovery Education</b>	✓ Link on Website (Parents & Students > Digital Learning) <b><u>FACULTY &amp; STUDENTS</u></b> – Use ASD Credentials	IT Department
	<b>Overdrive Digital Library</b>	✓ Link on website (Parents & Students > Digital Learning) <b><u>FACULTY</u></b> - Select <i>Allentown School District &gt; Teacher</i> and login <b>using ASD credentials</b> <b><u>STUDENT</u></b> - Select <i>Allentown School District &gt; Student</i> and login <b>using ASD credentials</b>	IT Department
	<b>Lexia Core5 Reading</b>	✓ 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. <b><u>FACULTY &amp; STUDENTS</u></b> - ASD Credentials	IT Department
	<b>Lexia Power Up Literacy</b>	✓ 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. <b><u>FACULTY &amp; STUDENTS</u></b> - ASD Credentials	IT Department

	<b>Big History Project</b>	✓ Link on Website (Parents & Students > Digital Learning)	IT Department
	<b>Navigate</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> - ASD Credentials	IT Department
	<b>Applied Educational System</b>	✓ Link on Website (Parents & Students > Digital Learning)	IT Department
	<b>Follett Destiny</b>	✓ Link on Website (Parents & Students > Digital Learning)	IT Department
	<b>typing.com</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> – Use ASD Credentials	IT Department
	<b>XtraMath</b>	✓ Link on Website (Parents & Students > Digital Learning)	IT Department

	<b>Common Sense Education</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> - ASD Credentials	IT Department
	<b>Edmodo</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> - ASD Credentials	IT Department
	<b>PBS LearningMedia</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> – Use ASD Credentials	IT Department
	<b>Khan Academy</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> - ASD Credentials	IT Department
	<b>myLexia</b>	✓ 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. <b><u>FACULTY &amp; STAFF</u></b> - ASD Credentials	Literary Department
	<b>ClassDojo</b>	✓ Clever link on website (Parents & Students > Digital Learning > Clever)	IT Department

	<b>Zoom</b>	✓ Clever link on website (Parents & Students > Digital Learning > Clever)	IT Department
	<b>Renaissance STAR</b>	✓ 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 Renaissance STAR website, NOT through Clever.	Literary Department
	<b>Dreambox</b>	✓ Link on Website (Parents & Students > Digital Learning > Clever) Note: Dreambox is accessed via the Clever Login portal. ✓ Dreambox can also be accessed at: <a href="https://play.dreambox.com/play/login?requested_url=%2F">https://play.dreambox.com/play/login?requested_url=%2F</a>	IT Department
	<b>Unique Learning System</b>	✓ Link on Website (Parents & Students > Digital Learning ) Unique can also be accessed at: <a href="https://www.n2y.com/unique-learning-system/">https://www.n2y.com/unique-learning-system/</a> Note: The login information is created by the teacher, so the format may be different in a specific situation.	Special Education Department

## DIGITAL LEARNING

Parents & Students

- Digital Learning

Parents' Guide to  
Google Classroom

Zoom Help and Usage  
Guide

Allentown School District / Parents & Students / Digital Learning

Virtual Campus Learning Platforms Login for Students



Applied Educational Systems



Big History Project



Big Ideas Math



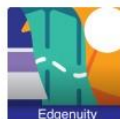
Login with Clever



Discovery Education



Dreambox Math



Edgenuity



Follett Destiny



Google G Suite for Education

ASD Digital Learning Page

More Apps

More Apps

Any extra apps will appear here until you categorize them.



Common Sense  
Education



Edgenuity  
Courseware™ /...



Edmodo



NaviGate Prepared



PBS LearningMedia



Big History Project ⓘ



Big Ideas Math ⓘ



Core5 - Lexia ⓘ



Khan Academy ⓘ



myLexia - Lexia ⓘ



PowerUp - Lexia ⓘ



Typing.com ⓘ

*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 \(4357\)](tel:484-765-HELP) or contact [helpdeskstaff@allentownsd.org](mailto: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.

For more information, visit <https://www.verizon.com/about/news/our-response-coronavirus>.

### **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](#) 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.

For more information, visit <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>

### ***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 Sprint, visit <https://www.sprint.com/en/landings/covid-19.html>.



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>