



BROOKLYN ASCEND LOWER SCHOOL

STUDENT TECHNOLOGY INFORMATION

TECHNOLOGY HELP DESK: Below are the procedures to resolve laptop technology issues:

Hardware Issue (i.e. charging issue, laptop not turning on, etc.):

1. Reach out to your scholar's teacher to inform them of the technical issue you are experiencing.
2. Submit a Technology Help Desk ticket for the issue you are experiencing.
 - Help Desk contact information: **Phone#:** 646-472-1693 | **Email:** help@scholars.ascendlearning.org
 - Your issue will be forwarded to the Operations team if the Technology Help Desk is not able to resolve your issue.
 - The Operations team will follow-up with you directly with next steps.

Nearpod Issue:

1. Confirm you are using the Google Chrome web browser. Nearpod does not work when you use Internet Explorer or Firefox browsers.
2. If you are currently using a Google Chrome browser and are still experiencing Nearpod issues, do the following:
 - Click the three dots on the top, right hand corner of Google Chrome
 - Click **Settings**
 - Click on **Privacy and Security** on the left hand side of the screen
 - Click **Clear Browsing Data**
 - Under **Time Range**, select **Last 7 Days**
 - Click **Clear Data**
3. If you are still experiencing a Nearpod issue after performing Steps 1 and 2 please reach out to your scholar's teacher and Assistant Principal for help.

Removing Tablet Mode Setting (this only applies to the new Silver Dell laptop):

- If you are unable to view your desktop, unable to see your scholars teacher on RingCentral and cant access the usual applications – the laptop may be on Tablet Mode. Tablet Mode prevents you from viewing/accessing many applications. See below directions on how to remove the Tablet Mode settings.
 1. Click on the Windows icon and type in "Settings"
 2. Click on Settings
 3. Click on System
 4. Click on Tablet Mode on the left side of screen
 5. Under When I sign in – select from the drop-down menu "Always use desktop mode"
 6. Under When I use this device – select from the drop-down menu "Don't switch and don't ask"
 7. After you completed the steps above go back to the Windows icon and select Restart
 8. After you restart the laptop the issues should be resolved

PHYSICAL CARE OF YOUR SCHOLAR'S LAPTOP:

- Please review pages 3-4 in the Family User Guide for Technology included in your scholar's instructional kit regarding the PHYSICAL CARE of your device.
- Note: Devices are **loans** from the school to be used for remote learning as well as in-person instruction. Scholars should treat these devices with care and return them in the same condition as they were received. We have a waiting period for replacements moving forward. Depending on the damage, you may be held responsible for repairs.
- Prevent accidents before they happen (**keep food & drinks away from your device, laptops should be in a safe area away from water and extreme temperatures, remove cords and attachments with care**).