# Common questions and answers at the Remote Learning Help Desk:

## Q: I don’t know my Wake ID password. What do I do?

A: Any teacher at your school can reset your Wake ID password for you. If you can not reach any staff at your school, you can call our Remote Learning Help Desk at 919-694-8100 or submit an online request at StudentTechHelp.wcpss.net

## Q: I received a (Chromebook/iPad) from my school, and it doesn’t work (it won’t charge, doesn’t turn on, etc).

A: Please call our Remote Learning Help Desk at 919-694-8100 or submit an online request at StudentTechHelp.wcpss.net

## Q: My student cannot get into Discovery Education and doesn’t seem to have an account. How do I access it?

A: Make sure your student is accessing Discovery Education content from the WakeID portal. Your student must sign into the portal first to access Discovery Education. They cannot log in from the Discovery Education website.

## Q: What is Zscaler?

## A: WCPSS uses an Internet filter called Zscaler to block inappropriate websites while students use their WCPSS account. We are required by federal law to filter content on any district device. Your student may be prompted to sign into Zscaler. If so, they should use their full WCPSS WakeID (e.g., wakeid@students.wcpss.net) and follow the on-screen prompts. The filter is only enabled when the student is logged into the Chrome browser or Chromebook with their WCPSS account. It will stop filtering when the student logs out of their WCPSS account.

## Q: We have Google Family Link set up on our student’s personal Chromebook. We are unable to add our student's WCPSS account because of Family Link. How can we access our student’s school work?

A: The ability to use the district's Google Classroom and other online resources are tied to the student's WCPSS user account. If you are using Family Link, you must add a person (student WCPSS account) to the Chromebook. When logged into the school account, Family Link will not work. Once school work is complete, they can log back into their personal Google account connected to Family Link. To add a person (to have both your school and personal accounts loaded), follow these directions: <https://support.google.com/chromebook/answer/1059242>

## Q: My personal Google account is signed in to the Chrome browser, which creates an account conflict when the user goes to WakeID and clicks on Google Classroom. (Google Classroom videos/assignments won’t open.)

A: You have two possible options:

1. Open an “Incognito” window while working on school work. Go to File then click New Incognito Window.
2. Add a new profile to Google Chrome for your WCPSS account to use while working on school work. See [https://support.google.com/chrome/answer/2364824](https://support.google.com/chrome/answer/2364824?co=GENIE.Platform%3DDesktop&hl=en) If you are using a Chromebook, you can add a person (to have both your school and personal accounts loaded. If you are using a personal Chromebook, you can add a person (to have both your school and personal accounts loaded). WCPSS Chromebooks can only be used with WCPSS Google accounts.

<https://support.google.com/chromebook/answer/1059242>

## Q: My student can’t log into Brainpop Jr., Big Universe, etc.

A: Please call our Remote Learning Help Desk at 919-694-8100 or submit an online request at StudentTechHelp.wcpss.net

## Q: I don’t know how to turn in assignments in Google Classroom. Can you help?

A: Information on how to turn in assignments in Google Classroom can be found at: [English](https://support.google.com/edu/classroom/answer/6020285?co=GENIE.Platform%3DDesktop&hl=en) | [Spanish](https://support.google.com/edu/classroom/answer/6020285?co=GENIE.Platform%3DDesktop&hl=es)

## Q: I need my student’s email address. Does my student have an email?

A: All secondary students (middle and high school) have WCPSS email accounts. Their email address is the same as their login for WakeID Portal. Not all elementary students have email (depends on the school/grade level). If you don't know if your elementary student has an email address, please contact your child's teacher.

## Q: How do I use Outlook to email my teacher?

A: Log in to the WakeID Portal at wakeid.wcpss.net and select the Outlook email icon. More info about logging in: [English](https://mywakeid.wcpss.net/downloads/wakeid-studentlogin.pdf) | [Spanish](https://www.google.com/url?q=https%3A%2F%2Fmywakeid.wcpss.net%2Fdownloads%2Fwakeid-studentlogin-spanish.pdf&sa=D&sntz=1&usg=AFQjCNHGtAwZsTwheAkNqAkLzABwrHW5zQ)

If Outlook prompts you to select a time zone, select (UTC-05:00) Eastern Time (US & Canada). Directions for student email can be found at <https://bit.ly/WCPSSStudentEmail> ([Spanish](https://drive.google.com/file/d/18xZhDfsC9U9_o8izPrsI8t9rtBRkBj6y/view?usp=sharing))

*\*Both documents and more can be found on the* [*WCPSS Remote Learning Site*](https://sites.google.com/wcpss.net/instructional-continuity-wcpss/technology-support-for-families)