

TECH TEAM INFO FOR 7-12

Distance Learning Edition

THANK YOU for doing your part as we all navigate this new Distance Learning world! The BBE Tech Team (Janelle Field, Cody Lenarz & Holli Bromenshenkel) is here to support you as best we can to continue making Distance Learning successful for all!

DEVICE CARE

The device is an essential education tool of the distance learning process. Responsibility lies with the student and guardians to ensure the device is cared for at home and remains in working condition. Since we're away from the school, the process for fixing a broken device is going to be more lengthy and complicated. The best way to avoid that process is to take care of the device. We understand that accidents happen and that technology can stop working randomly and we will do everything we can to ensure students stay connected to their teachers and classwork. Again, the best way to stay connected is to care highly for our devices at ALL times.

REPAIR PROCESS

Unfortunately, the device repair process will be lengthy during this time. If a device is broken, students/guardians 7-12 can contact the Tech Team directly. If we can't fix the problem remotely, we will schedule a swap for the broken device with a loaner. Once at the school, the device will sit in quarantine for at least three days before being repaired. (Repair time will also depend on availability of parts.) When the device is fixed, the Tech Team will schedule a swap to return the repaired device and pick up the loaner. Note: Loaners should be cared for as carefully as original devices!

- 7th - 12th Grade - Students/Guardians can contact the Tech Team directly. Tech Team will ensure teachers are informed as needed.

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“Coming together is a beginning.
Keeping together is progress.
Working together is success.”
-Henry Ford

Troubleshooting Steps:

iPads

1. Make sure iPad is up to date (Settings-->General-->Software Update)
2. Turn wi-fi off and then on again. (Settings-->WiFi)
3. Turn the device off and on.
4. Perform a hard reset on the device. (Hold Power + Home buttons until Apple logo reappears)
5. Charge device for 15 minutes.

Chromebooks

1. Make sure you're connected to wifi.
2. Make sure Chrome is up to [date](#).
3. Turn the device off by holding the power button down. Turn back on.
4. Perform and hard reset by holding the escape, refresh, and power buttons down at the same time and hold for 10 seconds.
5. Charge device for 15 minutes.

Zoom-specific: If Zoom or another streaming or video chat app seems to be cutting out or being abnormally slow, try minimizing other WiFi use during the Zoom meeting.

Apps not installing:

1. Make sure iPad is up to date. (Settings-->General-->Software Update)
2. Ensure proper storage capacity. (Settings-->General-->iPad storage)
3. Minimize other WiFi usage while trying to install.

**If the problem persists, please contact the Tech Team per the guidelines above.*