

# FREQUENTLY ASKED QUESTIONS AS OF 8/21/20

Issue/Question	What we know and/or advice...
Chromebook: Global Connect Connection	<a href="https://www.cusd.com/Downloads/Global_Protect_Chromebook_Instructions.pdf">https://www.cusd.com/Downloads/Global_Protect_Chromebook_Instructions.pdf</a>
Chromebook Troubleshooting	Page 2 of this document <a href="https://www.cusd.com/Downloads/Global_Protect_Chromebook_Instructions.pdf">https://www.cusd.com/Downloads/Global_Protect_Chromebook_Instructions.pdf</a>
Logging on to a District Computer or Personal Computer	<a href="https://filecabinet11.eschoolview.com/A1509E82-4CA9-49BE-805A-E08D62CC2B66/6fd9519d-9c25-47cd-ad32-66f607f99673.pdf">https://filecabinet11.eschoolview.com/A1509E82-4CA9-49BE-805A-E08D62CC2B66/6fd9519d-9c25-47cd-ad32-66f607f99673.pdf</a>
Trouble Logging into Clever	<a href="https://filecabinet11.eschoolview.com/A1509E82-4CA9-49BE-805A-E08D62CC2B66/c45f188a-8c5c-4d55-a353-d22fadb95ad7.pdf">https://filecabinet11.eschoolview.com/A1509E82-4CA9-49BE-805A-E08D62CC2B66/c45f188a-8c5c-4d55-a353-d22fadb95ad7.pdf</a>
How does my child access Google Classroom?	<a href="https://filecabinet11.eschoolview.com/A1509E82-4CA9-49BE-805A-E08D62CC2B66/189e1f23-8d76-441a-bdcf-6eac1e695b03.pdf">https://filecabinet11.eschoolview.com/A1509E82-4CA9-49BE-805A-E08D62CC2B66/189e1f23-8d76-441a-bdcf-6eac1e695b03.pdf</a>
What if my child is absent?	Parents still need to clear their child's absence, just as if we were in school traditionally. Below are some options on clearing your child's absence: <ol style="list-style-type: none"> <li>1. Call 327-0975 (Attendance Hotline)</li> <li>2. Email your child's teacher</li> <li>3. Youngelem.cusd → Parents → Report an Absence</li> </ol>
What is the online schedule?	<a href="#">Click here to access the online schedule</a>
Will attendance be taken during each instructional block?	Yes, the law states we need to take attendance and evaluate participation during each individual instructional block. We know things come up, so we will work with families if needed.
What if my child cannot get online during an instructional block?	Parents or child will need to contact the teacher before 2:00 to let them know that the Internet connection was the issue for us to mark the absence excused.
Can we use an iPad to access iReady?	<a href="https://filecabinet11.eschoolview.com/26133D7D-3C12-441C-A206-E910801E389C/iReadyiPadTutorial.pdf">https://filecabinet11.eschoolview.com/26133D7D-3C12-441C-A206-E910801E389C/iReadyiPadTutorial.pdf</a>
How do I access Microsoft programs on my child's device?	Every student in the district has access to Microsoft Office for free. <a href="file:///C:/Users/kaceygibson/Downloads/FREE%20MICROSOFT%20OFFICE%20FOR%20STUDENTS%202019.pdf">file:///C:/Users/kaceygibson/Downloads/FREE%20MICROSOFT%20OFFICE%20FOR%20STUDENTS%202019.pdf</a>
Can I pay for the PTC membership online?	Yes, you can donate your membership money using this paypal link. <a href="https://www.paypal.com/paypalme/YoungElementaryPTC">https://www.paypal.com/paypalme/YoungElementaryPTC</a> and then you can send your completed membership form to <a href="mailto:yes.cusd.ptc@gmail.com">yes.cusd.ptc@gmail.com</a>