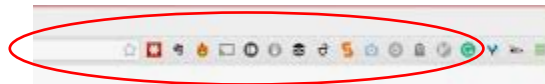# Computer Tips
Parents and Students

To help ensure a successful remote learning experience, we offer the following best practice considerations:
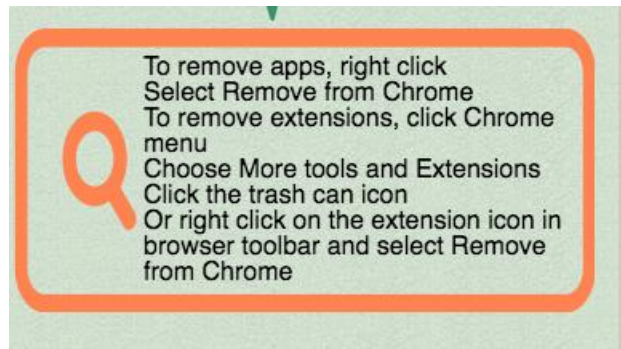
Chromebooks

1. Chromebook connection problems to the internet?
    a. Ensure your school Chromebook is properly connected to your home Wi-Fi.
        The Wi-Fi settings for the Chromebook can be found by clicking the triangular Wi-Fi icon on the lower-right corner of the login screen.

    b. If there are additional devices on your home Wi-Fi, try shutting them down or disconnecting them from the Wi-Fi.

    c. The Chromebook may need to be re-connected to your home Wi-Fi after it is shut down or goes to sleep.
        As a best practice, before you start working, make sure you are connected.

2. Throughout the day, keep the running Chrome tabs and programs limited to that which is needed during lecture, e.g. Google Meet. Close that which is not necessary.

3. Be patient. Chromebooks by design have limited resources. When waiting for a task to complete, it may at times take a minute.

4. Remove non-essential chrome extensions. Extensions are small programs you may have added to customize your browsing experience. For example, when in the Google Chrome Browser, the toolbar should not look like the below:

    Too many extensions may slow the system down.

To remove apps, right click
Select Remove from Chrome
To remove extensions, click Chrome menu
Choose More tools and Extensions
Click the trash can icon
Or right click on the extension icon in browser toolbar and select Remove from Chrome

Genesis

Trouble logging in to the Genesis Parent Portal?
1. Confirm you are connected to WiFi and have an internet connection.
2. Reset your password: Click the 'forgot password' link to have a temporary password sent to your email account that you registered with the school.
   If you did not receive the password via email, check the SPAM folder.

   If you still did not receive the email with the temporary password, contact your child's school to confirm your email address is correctly registered with the school.

Notifications

Not receiving district notifications via SMS/TXT, telephone call, or email?

Verify that your correct mobile telephone number and emergency contact information is registered with your child's school.

Tech Support

Still having issues? **We are here to help!**

For technical support please leave a message at: 201-639-6911 and we will return your call as soon as possible.