Keysor Tech Tips & Troubleshooting Guide for Parents Some of these items may not apply to your children but you can check here as a quick guide before contacting Tech Support.

How to get an app from the KSD App Portal-Watch a How-to video here

1. Open KSD App Portal

2. If you get a Registration/Welcome Page that is white, select **Close**

3. Scroll to search for the app (alphabetical order) then tap to select

4. Once open, click the yellow Install button at the top right of page

5. Click OK

6. You may need to repeat steps #3 and #4 multiple times

7. The app will eventually appear on the iPad screen

Google Sign In - Student Email address, Username & Password When prompted for this information in any app please use the following. The Username and Password is located on the back of most iPads under your student's name. Watch a How-to video here.

1. E-mail: 6-digit student number@kirkwoodschools.org (ex - 833213@kirkwoodschools.org)

2. Username: 6-digit student number (ex - 833213)

3. Password: 8-digit birthday MMDDYYYY (ex - 02132012)

Device Restart- Practice this once a week

1. Hold down the button at the top of the iPad for a couple seconds.

2. Slide on the display where it shows to power off.

3. Wait 30 seconds

4. Hold down the button at the top of the iPad until you see the Apple Logo.

BrainPOP & BrainPOP Jr. (You can also access these apps directly thru CLEVER)

1. Launch the app

2. Click Login from the top right corner

3. Click CLEVER

4. Type: Kirkwood Keysor

5. Login with Google

6. Login with your username and password 7. Click on Dashboard to see assignments

8. See How-To video here

Dreambox

1. Launch the Clever App

2. Tap "Log in with username/password"

3. For School District, type exactly: Keysor Kirkwood

4. Tap "Log in with Google"

5. They may need to sign in with their Google sign in if they have not already.

6. Once your child is in Clever, select the DreamBox app icon.

7. Select the Dreambox app icon again.

8. Select "Open" to the "Open in DreamBox Math?" question.

9. See How-To Video here

Epic - Contact your teacher for class code if logged out

IXL - Contact your teacher for username/password information

Kids A-Z - Raz-Kids (KDG, 1st & 2nd grade) - Contact your teacher for class code

Schoology Logging into Schoology - remember:

1. Kirkwood School District - (Do not press Continue) See picture

2. Username: student #

3. Password: 8-digit birthday

Opening work in Schoology

1. Click on the appropriate Course

2. Click on the Folder you need. Read the instructions on the page. If there's an assignment or a link, click on it.

3. Open the assignment.

4. View and click on the attachment.

Saving an assignment to Notability

1. Once the assignment is open, select the arrow in the top RIGHT corner and open in Notability.

2. Click create a new note.

3. Then import.

4. Go to the Notability app to to complete assignment and make changes

Links from an assignment in Schoology won't open - Watch a How-to video here

1. Go to the bottom right of the page and tap on the box with the arrow

2. Select **Open in Safari**

3. Your page will then open in Safari and you will be able to tap the links and they will open as they should.

Submitting an Assignment from Notability

1. When finished and ready to turn in.

2. Click the box with the arrow in the top LEFT corner.

3. Click Other Apps then Share Note.

4. Scroll over so you can see the apps to the right and Click on "Copy to Schoology"

5. Click Submit to Assignment.

6. Click on the appropriate course

7. Click on the name of the assignment

8. Upload

Schoology continued....

Saving an assignment to Files App

1. Once the assignment is open, select the arrow in the top RIGHT corner

2. Select "Save to Files"

3. Select iCloud Drive and then Save

4. Go to the Files app and complete assignment and make changes

Submitting an Assignment from Files (blue folder with white background)

1. When finished and ready to turn in.

2. Click the box with the arrow in the top RIGHT corner.

3. Scroll over so you can see the apps to the right and Click on "Copy to Schoology"

4. Click Submit to Assignment.

5. Click on the appropriate course

6. Click on the name of the assignment

7. Upload

Zoom: How to sign in

1. Launch the Zoom app

2. Select Sign In

3. If it's the first time, you will be prompted with **Sign in with SSO**

4. **kirkwoodschools.zoom.us** should automatically populate -**Select GO**

5. If prompted, enter Student Google Sign in information

How to join a Zoom call when you receive a Meeting ID

1. Launch the Zoom app

2. Select Join a meeting

3. Enter 9-digit meeting code

How to join a Zoom call when you receive a Zoom link

1. Copy the link, then launch the Safari app

2. Paste the link into the address bar within Safari and press return

3. Select "Open" to the "Open this page in "Zoom"?" question