



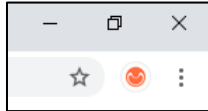
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## CCISD Common Technology Help Desk Questions and Answers

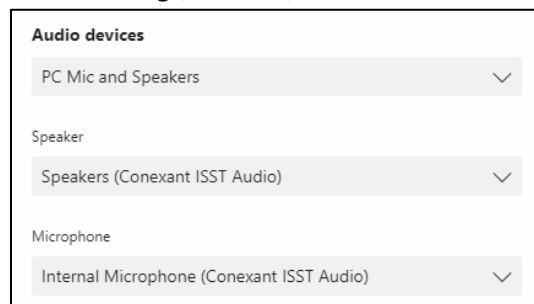
- How do I log-in?
  - SSO Portal: Student email ([StudentID@ccisd.net](mailto:StudentID@ccisd.net)) and Password (two zeros + PIN)
  - Itslearning: Student email ([StudentID@ccisd.net](mailto:StudentID@ccisd.net)) and Password (two zeros + PIN)
  - MS Teams: Student email ([StudentID@ccisd.net](mailto:StudentID@ccisd.net)) and Password (two zeros + PIN)
  - Global Protect: Student ID (not email)
  - On a CCISD-issued student device, open Google Chrome web browser and use the quick links from the Managed Bookmarks tab at the top left
  - On a personal device, open Google Chrome web browser and use the following URLs to connect to the SSO Portal, itsLearning, and Skyward (although itslearning and Skyward are also in the SSO Portal):
    - SSO Portal: <https://ssoportal.ccisd.net>
    - itsLearning: <https://clearcreek.itslearning.com>
    - Skyward Family Access: <https://skyward.ccisd.net>
- My child does not know his/her Username or PIN
  - Parent logs in to Skyward Family Access; click on Report Card; click on Student Skyward Login Information; Run Report
- My district-issued laptop is **stuck on someone else's Username**. I can't log-in as myself
  - Restart machine. Select Other User at the login screen
  - Type in district credentials
- How do I log in to Seesaw?
  - Go to <https://app.seesaw.me>, or download the Seesaw Class app (not Seesaw Family)
  - Choose "I'm a Student"
  - Enter your child's Home Learning Code provided by their teacher
- How do I get into **MS Teams**?
  - Select link sent by teacher or displayed in itslearning for your Course
  - District device: Join by browser
  - Personal Windows device: Join by browser or Teams application (log in to Teams with CCISD email and password)
  - Personal Apple device/iPad/iPhone: Download Microsoft Teams app from the App Store (log in to Teams with CCISD email and password)
- **Where are my courses** in itslearning or Skyward?
  - Log-in to itslearning from SSO Portal; Click on Courses (Select course that matches class schedule)
  - To find courses in Skyward, student logs-in from SSO Portal; Click on Schedule
- I have a hole in **my schedule** or a problem with my schedule, what do I do?
  - Go to itslearning, click on Groups tab (Campus dashboard); Find schedule change form
  - If you can't find the schedule change form, contact your school
- My **Software Center is blank** and none of the apps are loading or I received an error
  - Restart machine
  - Login as Other User at the login screen

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- User full email address (Student [ID@ccisd.net](mailto:ID@ccisd.net))
- Wait 3-5 minutes before opening Software Center
- How do I install the **School Startup Updates**?
  - While connected to the District WiFi on a School-issued device, open Software Center from the desktop
  - Select School Startup Updates from the Applications section; then Install
  - School Startup Updates and Software Center are NOT available or needed on a personal device
- Certain pages in **itslearning** are giving me an **Access Denied** error or it says I'm logged in as my child or sibling
  - Open settings in Google Chrome (top right and click on the three dots to find settings)



- Select Advanced button on left side of screen; Click on Reset and Clean Up
- Click on Restore Settings to their Original Defaults (This clears the cache in Google Chrome and alleviates certain errors seen in itslearning)
- I'm **locked out of Skyward** or need to reset my Skyward password
  - Call campus data specialist
- I need help with **Skyward Family Access** or need to change something (Acknowledgement or Back to School Forms)
  - Contact campus data specialist
- My **microphone** isn't working in Teams
  - If using the Teams application, click on user's photo or Initials at the top of the Teams application, or on the three ellipses on the control bar if already in a meeting
    - Select Settings; Devices; then select the default settings or change if using headphones



- If that doesn't work, type settings from the main computer search in the lower left-hand corner of

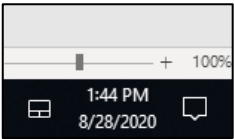


the computer.

- Select System, then sound; Click on Sound Control Panel under Related Settings in top right corner of the window
- Click on Microphone Array; Right click on Microphone Array; Click on Properties

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- Click on the Levels tab and move volume slider up to 100% and verify mute button is off.
  - Click Apply and OK
- The palm rest **camera** (on student device, there is a 2<sup>nd</sup> camera by the mouse track pad) is being used instead of the top camera
  - Under settings/devices, change the default camera
  - If this does not work, then an in-person appointment will be needed.
- My **webcam** is flipped/sideways/upside down
  - Click the notification icon (looks like a chat icon) in the bottom-right of the screen and check that
 



    - Tablet Mode is not enabled
    - Try switching tablet mode on and off
    - If that doesn't work, try using a different web browser (Chrome instead of Edge, or vice-versa)
- What do I do if **I don't have a district device** or it isn't working currently?
  - The district is out of devices. 12,000 more are arriving in six weeks. In the meantime, install the Microsoft Teams and itlearning apps on a smart phone, iPad, or Android tablet to participate in class meetings
  - Do not use a Kindle Reader. You can't install Microsoft Teams on it.
- The **device will not turn on** or I only have a black screen
  - An in-person appointment with a technician needs to be scheduled. (Call 281-284-0500)
- The campus gave me the **wrong charger** for my device
  - Contact the campus and let them know so they can swap it out for the correct charger.
- Windows or Office says it needs to be **activated**
  - The device needs to be connected to the District WiFi
  - Once connected, select Software Center, and run School Startup Updates
- What **other training** is available for me or my child?
  - Visit [ccisd.net](http://ccisd.net) → Access Technology Support
  - Then select Parent/Student Resources