

ALL PRINCIPALS: ITS - Student Device Readiness for Week of Welcome and Opening of Schools

M-DCPS Weekly Briefings <no-reply@dadeschools.net>

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To: Kushi, Cheryl L. <ckushi@dadeschools.net>

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ALL PRINCIPALS: ITS - Student Device Readiness for Week of Welcome and Opening of Schools

Category:

Audience: All Principals/APs

Due Date: n/a

Meeting Date: n/a

The purpose of this briefing is to provide information regarding the importance of students logging into their devices prior to the Week of Welcome (August 24-28) and opening of schools.

- In preparation for the first day of school, all students should log into their devices prior to the Week of Welcome. Logging in early will ensure that both the student's password and device are in good working order.
- During this time, they may encounter difficulties with their mobile device. The following guidelines will assist school site staff in helping students to resolve issues with their mobile devices.

PASSWORD-RELATED ISSUES

- If the student is using a personal device:
 - Have them access www.dadeschools.net and log into the student portal using their student ID and password.
 - If they are able log in successfully, they are ready for the first day of school.
 - If the student has forgotten his/her password, school site staff will verify the student's identity and arrange for a password reset.
 - Once the password has been reset, the student MUST perform the initial login from a school site.
- Students who were issued a district device:
 - Have them power up the mobile device. Please note that if the device has not been used in a while, it may need to be charged.
 - Have the student attempt to log in to the device using their student ID and password. If successful, direct them to proceed to access www.dadeschools.net and log in to the student portal using their student ID and password.
 - If they are able to log in successfully, they are ready for the first day of school.
 - If they have forgotten their password and are unable to log in to the district-issued device, or the device is otherwise not functioning properly, the school will verify the student's identity and arrange device assistance or a password reset.
 - Once the password has been reset, the student MUST perform the initial login from a school site.

WINDOWS LICENSE ISSUES

Students using district-issued mobile devices may encounter a Windows License message during the login process. The message reads as follows: *YOUR WINDOWS LICENSE WILL EXPIRE SOON.*

- To clear the message and proceed with logging in, simply click on the CLOSE button. The system will make the necessary updates to the device to activate the Windows license within 24 hours.
- If the issue persists after 24 hours, school site staff can coordinate a time for the student and school-based technician to troubleshoot it.