



Aspire Act Achieve

TRIAD LOCAL SCHOOL DISTRICT

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Dear Triad Families:

As we prepare to go into uncharted territory with remote learning, the Triad staff has been working very hard to make sure things go as smoothly as possible for our students and parents. We want you to be comfortable with this new, temporary way of learning and want you to know that help is just a call or email away. You can reach the Triad Technology Department by emailing techhelp@triadk12.org or by calling 937-826-0040. Please email or call us with any tech related questions that you may have and we will get back to you as soon as we can.

We have extra chargers and Chromebooks in the High School and Middle School Offices if your child has lost or damaged theirs. Damaged Chromebooks will need to be dropped off at the time you pick up a new one and a sign out sheet will need to be filled out before leaving. Please email the technology department if your child experiences any issues with their Chromebook as many times the problem can be diagnosed and fixed through a short email conversation.

This is a new experience for all of us and together we will get through this one day at a time.

Chromebooks Tips:

Issue 1: The Chromebook is frozen or won't turn on

Solution 1: Press the refresh and power buttons at the same time.  

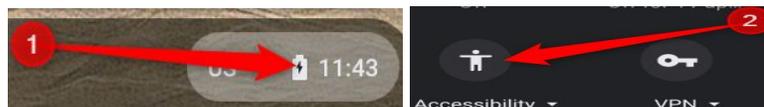
Solution 2: Press and hold the power button for 20 seconds. 

Issue 2: The Chromebook is not typing the correct characters

Solution: Press the Ctrl, Shift and Space keys at the same time. When these keys are pressed you should see the keyboard layout changing next to the clock. Make sure this displays US. (United States layout)

Issue 3: The Chromebook is acting or looks strange (Split Screen, Talking, Circle Around Cursor, Weird Colors)

Solution: One of the many accessibility features were most likely turned on and can be disabled by clicking on the clock at the bottom right of the screen then click the Accessibility button.



Sincerely,

Ryan Thompson

Ryan Thompson

Technology Director