**Learning from Home**

**Resources for Remote Learning during School Closure**

Posted on 03/17/2020

**Looking for Help?**  
[**Click here to access video tutorials! Videos include how to get help with SPS laptops via MicrosoftTeams, troubleshooting issues with WiFi, help submitting school work through Unified Classroom and more!**](https://www.youtube.com/channel/UCUbdvuyhx6-IuaRw_45S7Dg?guided_help_flow=3)

**Doing School Remotely**

Technology plays a critical role in our remote learning plan and all students have had the opportunity to obtain a SPS lap top to keep at home if they did not already have one (contact your school if you still need a laptop). Of course, technology is not without issues and the district has set up the following resources for students who experience issues with their SPS issued laptop.

**Have questions or need help with your SPS-issued laptop?**

**You can reach out to the SPS IT Department via Microsoft Teams**

STEP 1:  
  
FROM A CELLPHONE: The Student Help Desk can be accessed by downloading the free MS Teams app from the iOS App Store or the Android Play Store. Once installed, you can log into the app with the student’s SPS email address and password (the same you use for logging into PowerSchool Unified Classroom).  
  
FROM A COMPUTER: From a computer, simply go to [www.office.com](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.office.com%2F%3Ffbclid%3DIwAR217nwj0n-dapEpf94GvtFoHVk9iN-or9Fou-3Ju9vEAKXe_drsSxYlvMw&h=AT00FUvdAe-_qRJKCajbuz05R95k3LjhizrqluRK1i2_sY137_akJvPrEu4Uz9Xc4UALTWPAjQfQrOsvM3hd8t-npla2OtGL1wKsQpUnnYI70dQBrDBY0bou4EiKafE5_Q&__tn__=-UK*F&c%5b0%5d=AT2GFz3oNiP7ig7id8E4e-IXar-c1b6MpUwhxkw7DSRpOXY94QvZi7dxjyjYGITSLk1Y8ko9LRlWjEcPzDgGTOzswrhqf0ZHdpS56QFF6jhBHMWQADFaRhHEn3Jbppy0WyIiMLL-ZgIbG38u0tsOymPsqt8VEsHkNjGlgCJe1XjCBN0PQONLCwYFcaw_hZG4E0Oa8xq31JXY6Uibxa7G9qcqHMfwAlD6uRQ9DyQFF4TM1hiNlcsBvwJOQbOiQ8zVRTiAeA) and sign-in with the student’s SPS email address and password (the same you use for logging into PowerSchool Unified Classroom). Once logged in, click the “Teams” icon from the list of applications.  
  
STEP 2:  
  
Once in Teams, select the “Student Help Desk” team and post a question in the chat. Members of the IT Department are monitoring the chat during school hours and will respond to questions; and, when possible, remotely resolve issues with a device.

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2) Connect to SPSWIFI  
3) Sign-in to your computer  
4) Restart the computer  
5) Sign-in again2) Connect to SPSWIFI  
3) Sign-in to your computer  
4) Restart the computer  
5) Sign-in againFROM A CELLPHONE: The Student Help Desk can be accessed by downloading the free MS Teams app from the iOS App Store or the Android Play Store. Once installed, you can log into the app with the student’s SPS email address and password (the same you use for logging into PowerSchool Unified Classroom).

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