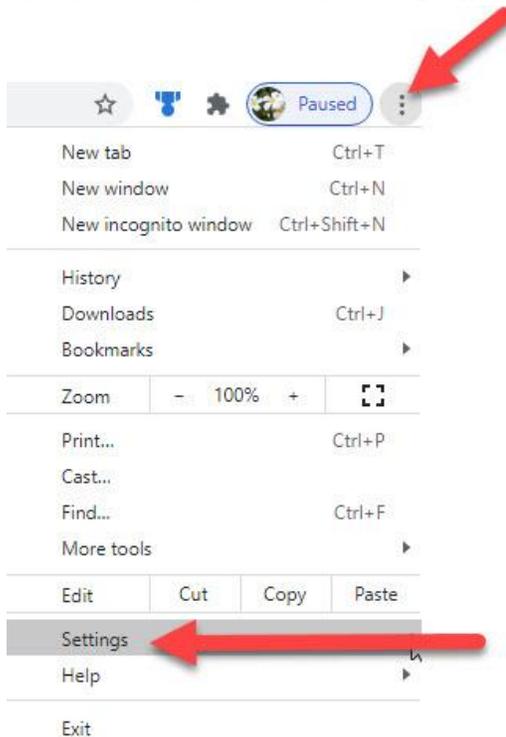
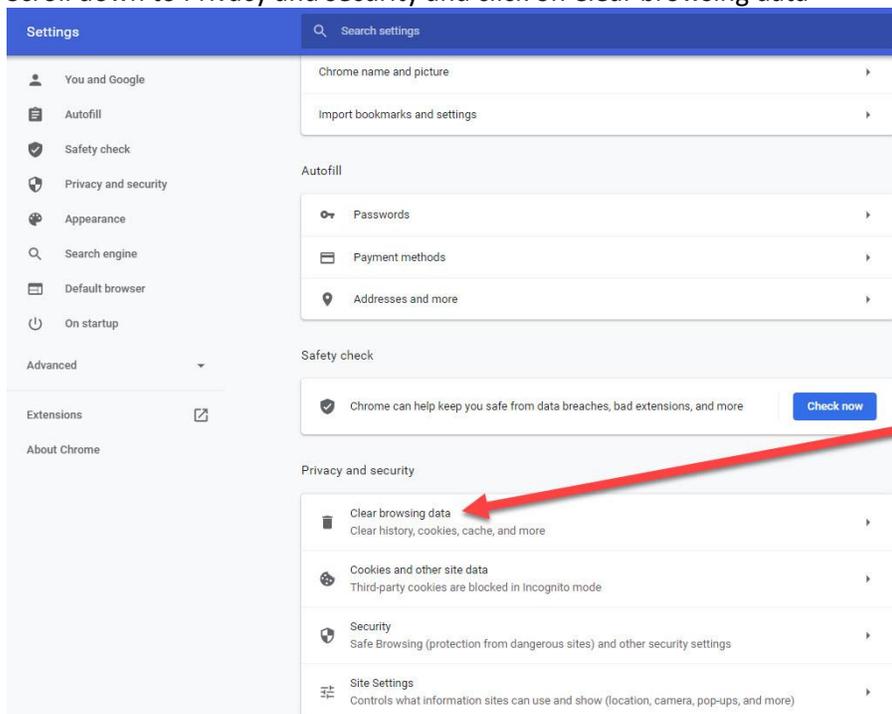


Clear Chrome Browsing Data

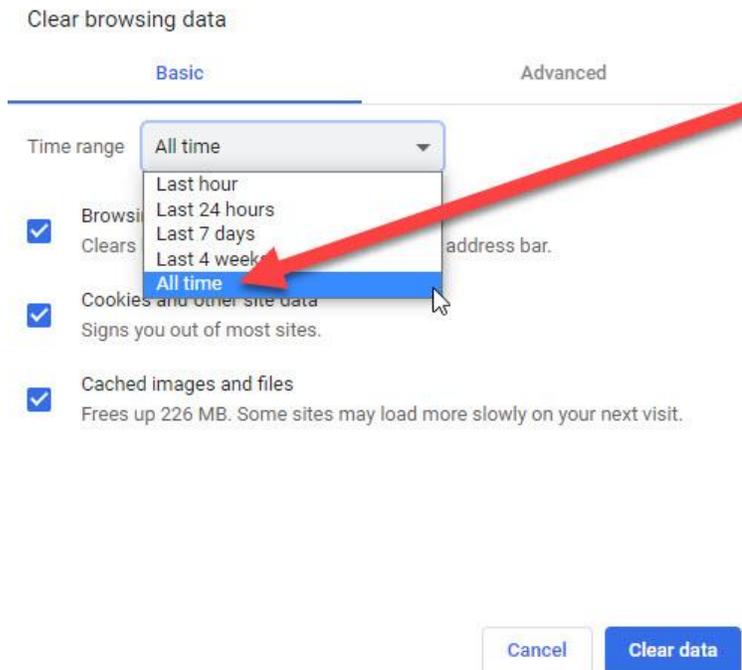
1. Click on the 3 dots on the Chrome Browser and select Settings



2. Scroll down to Privacy and security and click on Clear browsing data



3. Select the time frame, then Clear data



Google Meet Grid View Issues

If you are experiencing getting kicked out of Google Meet chat rooms for distance learning, and you are using a Chrome Book, make sure this Google Meet Extension is turned off.

For large numbers of meeting participants, this extension can quickly make the video call cause the Chromebook to behave erratically with what you see and hear, become unresponsive, and also cause you to get kicked out of the Google Meet Room altogether. Grid View is there for those who would like to be able to see all of the participants at the same time, however the Extension has proven to be not very compatible, nor stable on Chrome Book Devices and should not be used on those devices. If you are using a Chrome Book, and are experiencing issues with connectivity during live class, please turn this feature off for best results.

The controls for Grid view are located in the upper right corner of the screen, next to the the buttons for People, Chat, and the time.



Student Unable to Log into Google Meet or Zoom:

If the moderator ejects a participant, that participant will be unable to:

- Rejoin the existing meeting (even if they are in-domain or on the calendar invite).
 - Knock to request rejoining the existing meeting.
 - Moderator can still add that participant to the meeting by manually inviting them. They can use the add person button in the people panel
1. Have the student restart the device and log back in right before class starts. NOT CLOSE THE LID, hold the power button down until it shuts off.
 2. Make sure they have a strong connection to the home router or Alcatel WiFi device. Use this map to determine strength from where the student is using the hot spot: <https://maps.t-mobile.com/>
 - a. They also need to have a good speed connection to the cell site tower by performing a speed test on <https://fast.com/> .
 3. Have the user (parent) make sure the Chrome version is updated to the latest version. They can google this and get the version: <https://support.google.com/chromebook/answer/177889?hl=en>
 4. Reset Google Chrome to default settings, clear the browser history (Advanced > All Time) <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
 5. Make sure the student/parent only has the required "tabs" open.

Student unable to log into Chromebook: bad password

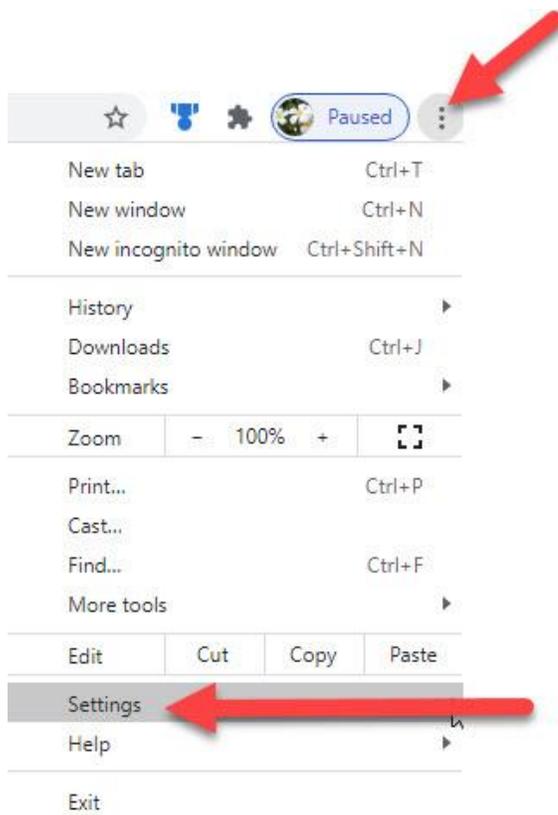
Click Forgot Password /Reset Password, then click proceed anyway.

Solution:

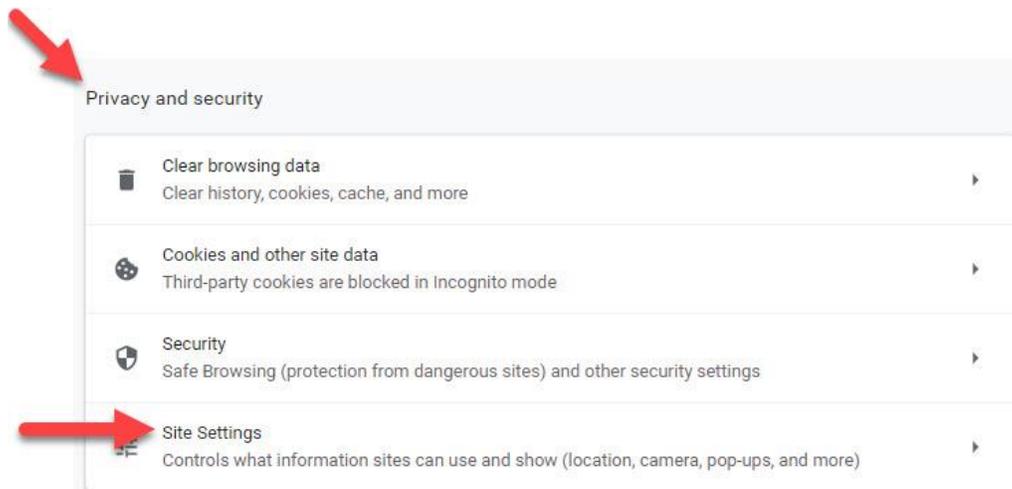
1. Below the password field, click "**I can't remember my password**" or "**Forgot old password?**"
2. Then, click "**Proceed anyway.**" This will clear the old locally cached data for the user, and re-sync new user data from the cloud.

Updating Flash on a Chromebook:

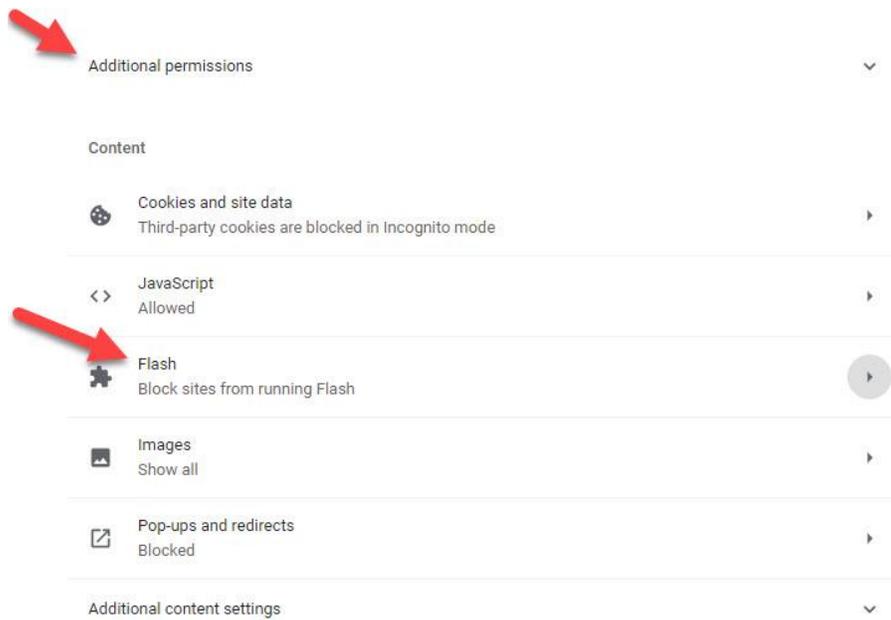
Click the three dots in the upper right corner of the browser and click on Settings:



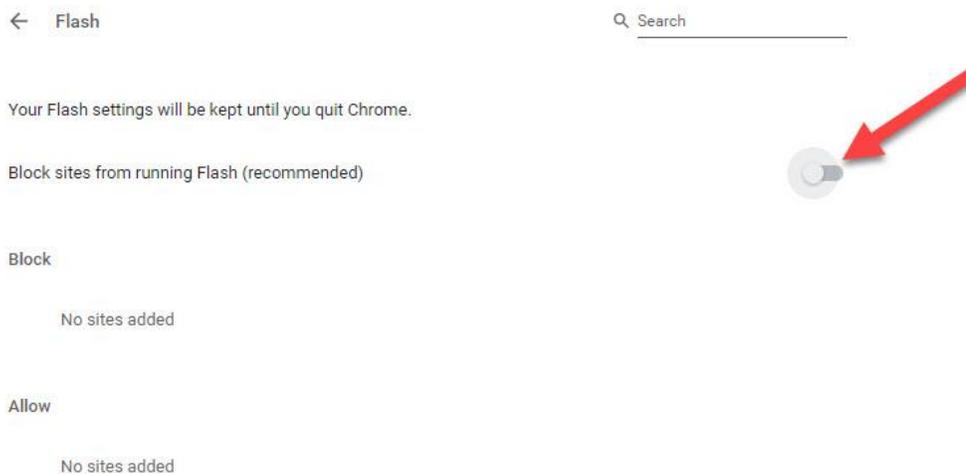
Click Privacy and Security then Site Settings



Scroll down to Additional permissions and click on the arrow across from Flash



If the switch is off, turn it on:



In the list of Blocked sites, make sure the site you are trying to use is not listed. You can remove it from this list if it's there, and then reload the website you are trying to go.

You should now Quit Chrome (close out all chrome windows) and when you open Chrome again, Flash should not be blocked.

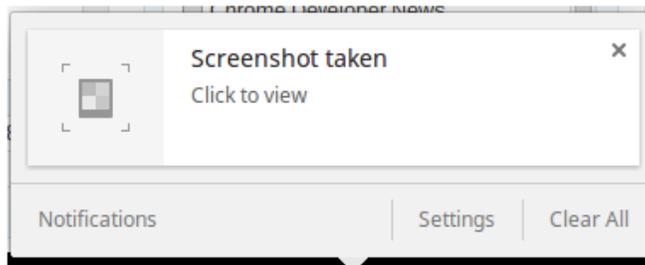
Mute/Unmute in Chromebook

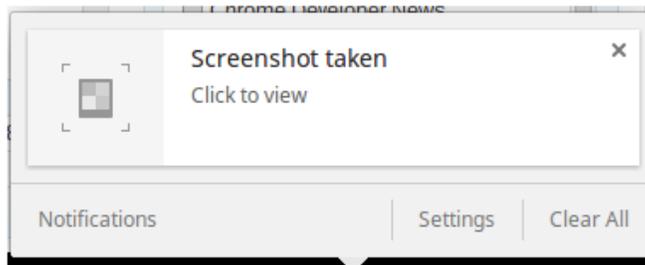
Ctrl +D will mute and unmute

How to Take Screenshot of Chromebook

How To Take Screenshot of Chromebook

- If you want to take the full screenshot of the current window, then Press Ctrl+  .
- Press Ctrl + Shift+  to take the partial screenshot of the current window. But if you use any non-chrome os keyboard in case of chrome browser, then use Ctrl + F5
- To take the partial screenshot, you have to Press and hold on the trackpad and drag to show the area of the partial window. Here also press Ctrl + Shift + F5 for taking a screenshot on non-chrome os keyboard.
- After taking the screenshot, a pop-up window will be shown to get or save the image.



-  Click on the pop-up window to get the location of the saved screenshot.

Google Meet change to Spotlight Mode

<https://support.google.com/meet/answer/9292748?hl=en>

Adding a Printer to Chromebook

<https://support.google.com/chromebook/answer/7225252>

Office 365 for Students



We're giving you a complete version
of the latest Microsoft Office

Learn more below



Install Office 2019 on your PC or access Office 365 at login.microsoftonline.com

Burbank Unified School District is now providing students with Office at no charge. Current-enrolled students with BUSD accounts will be able to obtain the **Office 2019** package, a version of Office that includes the latest editions of Word, Excel, PowerPoint, OneNote, and Outlook. Students can install the latest version of Office on up to five PC or Mac computers as well as on up to five iPads or other tablet devices.

Students also have access to a web-base version of Office called Office365 Apps using the same link above. Office365 gives students abilities to create documents in Word, Excel, PowerPoint, and OneNote in their web browser, without the need of installing Office 2019 on a computer.

Students will also have access to "OneDrive," which is a cloud-based service that provides one terabyte (TB) of storage, allowing them to save their work online and access it later on a different device.

To obtain Office 2019 and access Office 365,

- Go to login.microsoftonline.com
- Student will sign-in using their student computer login e-mail account (ie: johnmdoe@stu.burbankusd.org) and password
- Click on "Install now" to download and install Office 2019 on your PC
- Or click on "Word Online," "Excel Online," "PowerPoint Online," etc. to use Office 365 in your browser.

Students can keep the subscription-based software and storage as long as they remain enrolled at Burbank High School.

Students do not need to be connected to the Internet all the time to use Office 2019, but they must connect to the Internet at least once every 30 days.

If activated via the Aeries Parent Portal, students have access to their an e-mail account provide by Office 365 and burbankusd.org

Access your school's e-mail at outlook.office365.com using your student computer login e-mail address and password

To access BUSD Student Email from Home

Academic Resources for Digital Learning

[Expand All](#)

Request Technology from BUSD >

Free Online Access from Spectrum and other vendors >

Accessing BUSD Student Email from Home >

[How to access BUSD Student email from home](#)

BUSD email is only available for students in 6-12th grade and must be approved by families in the Aeries Parent Portal.

[SPANISH](#)

[ARMENIAN](#)

Student email is accessible via <https://outlook.live.com/owa/> or the Outlook app. It is not accessible via Google Classroom.

Google Classroom Tutorial for Families >

Flipgrid Information for Students >

Additional Online Resources >

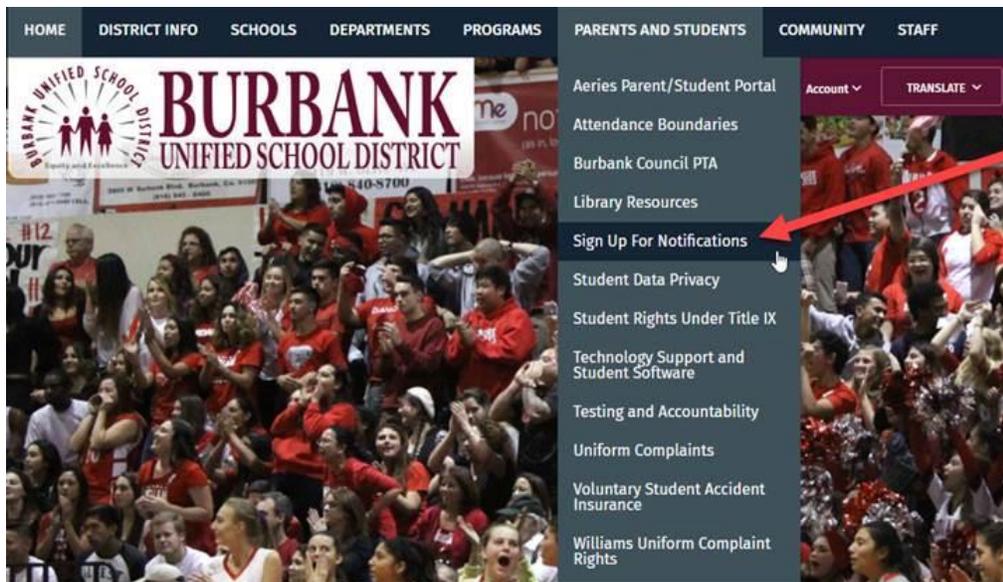
Virtual Field Trips >

If you have authorized the use of the school email in your parent portal, then your child's email account is active

Log into <https://outlook.live.com/owa/> to see student emails. Please note the student accounts are Microsoft and not Google. Students are able to use this account to access Google Classroom and G-suite products, however, student email via Google is not activated.

Sign up for Notifications

To sign up for notifications, please go to <https://www.burbankusd.org/> and mouse over Parents and Students. Here you may select Sign Up for Notifications:



You may also download the BUSD Mobile App and sign up for notifications by school and/or district:



Download the New BUSD Mobile App!

We are happy to announce the release a brand new BUSD mobile app! Parents and students can download the app on their smartphones and follow their school to receive the latest school news, events, and important alerts. Please click the headline for download links to the Apple App Store and Google Play Store.

Please note that all announcements are posted on the burbankusd.org website and all past communications are there as well. Please check the email account you have in Aeries if you are not receiving notifications.

Student Portal Account

Note that the Aeries account is not the same as your BUSD student account and if you have not set one up, you first need the parent portal letter from your school office to complete the process of linking your email address to your student Aeries account.

Once you have this letter, go to <https://www.burbankusd.org/> , click on the Aeries Parent/Student Portal link at the base of the images and select “Create New Account”:



Once set up, look for an email from donotreply@burbankusd.org in your email account. Clicking on the link in this email will confirm the creation of the account. When prompted, plug in the information from the parent portal letter.