Families can reach the team by email or calling the designated line for the DLTA.

* Karen Bell, Distance Learning Technology Assistant (DLTA) – 253-293-5065, kabell@auburn.wednet.edu
* Tina Thomsen, Building Technology Coordinator (BTC) – cthomsen@auburn.wednet.edu

If you cannot reach the DLTA or BTC, please call the Main Office - (253) 931-4995

The district also has Spanish and Ukrainian tech support lines for families from any school:

* Edgar Salina Romero (Spanish), esalinasromero@auburn.wednet.edu, 253-887-3459
* Oksana Grinakh (Ukrainian), ogrinakh@auburn.wednet.edu, (253) 931-4960, X1001

***These links may serve as references for you and your child, right click on the link to open.***

**Google/Network Login Information**

* [Student login/password](https://docs.google.com/document/d/17_DD3HmZqYIojxgHuENI0ej0HllNGjoB6GphIUdB13w/edit) (English version)

These are also available in multiple languages:

* + [Spanish](https://docs.google.com/document/d/1R7vpG0A1K-ObPD2EaoKogqkLcm8dGnZSsExnwyl_36I/edit)
	+ [Ukrainian](https://docs.google.com/document/d/1kKa9dvVv_GabqDxCRWt6I5WENVqtqDLBaIHgZq2X_QU/edit)
	+ [Russian](https://docs.google.com/document/d/1gamIBJyYj9O4yU7lP3WlHxAFK0ofT_rDKL9_BKSXUFU/edit)
	+ [Marshallese](https://docs.google.com/document/d/1gIbyH4MV92_6PLnyULsW0L8Y1PZ_GaXk_wn5IsnnLis/edit#heading=h.mkg4apxucy4i)
* Note: Student email and login can be located on the Skyward General>Profile screen
* For continuing difficulties or a password reset, please call or email our DLTA, Karen Bell or email our BTC, Tina Thomsen.

**Skyward Family Access Information**

* [For Families/Family Access](https://www.auburn.wednet.edu/Domain/3775) website:

Includes Family Access Help Sheet; Mobile Access directions; Translating Chrome Browser age - all in five languages.

**Student Access to Instructional Resources**

* [Symbaloo/Accessing Resources from Home](https://docs.google.com/document/d/1UpDpCZ-NUXRlV77X4nMDZT2ZOfT9Z_IrPeX42vrIT2o/edit)***:*** Finding and accessing Symbaloo from which Clever, Drive, and Classroom all link
	+ [Symbaloo](https://auburnsd.symbaloo.com/home/mix/13eOhIhHaC) page [Help [video](https://drive.google.com/file/d/1q3ZqHNrJkzjUwueeS_n81JowJjGOU7gm/view) for families]
	+ Google Classroom main points (3rd-5th) [Help [video](https://drive.google.com/file/d/1jgXWG2nr2bshg7Wnuj7rhrlPMxzjZ1PA/view) for families]
		- You can find the Google Classroom button on Symbaloo to find your child’s assigned Google Classrooms (Students may have multiple).
		- Parents/Guardians are being auto rostered to Classroom to receive weekly updates.

* [Logging into Curricular Tools](https://docs.google.com/document/d/12MlUy1Eg42I9d0Kg1o8IePFDXqGClOQYPZPZSMHRtA8/edit): Directions for logging into specific curricular tools, organized by subject area and tool. Shouldn’t be needed except for tools outside of Clever.
* Generally, new students’ access is added within 24 hours of enrollment being entered into Skyward. Please know that we experience some lag in some of our systems updating, check back the next day if you do not have access within 24 hours and if you still do not have access after 48 hours of confirmed enrollment, please contact Karen Bell for assistance.

**Family Technology Information/Resources**

* [For Families Technology page](https://sites.google.com/auburn.wednet.edu/tech4families/home)
	+ This is a site designed specifically for families to support your success in distance learning!
	+ In addition to the login information above, drop down menus give you more information on Distance Learning, Internet Safety, etc.
	+ Videos are being added to this site in multiple languages for family information on Google Classroom, Remind, and Google Meet
	+ Skyward Family Access training for families will be provided September 21 and 23. These English/Spanish sessions will also be recorded and posted on this website.

**Researching Student Engagement or ‘Attendance’ in Electronic Resources**

* [Clever](https://sites.google.com/auburn.wednet.edu/asdinstructionaltechnology/tools/clever) [Help [video](https://drive.google.com/file/d/1o8ljSQatoSpGWzTZlo9PB537EjL41qH9/view) for families]
	+ [Clever How To Directions](https://docs.google.com/document/d/1-l4hsgKA2G9xjNaclpaOjQZ1J0DCU8BDclGY8MxDJA4/edit?usp=sharing): Logging in, Creating Badges, Researching Activity
	+ Clever Family Portal coming later this fall (will share information then)
* [Securly](https://sites.google.com/auburn.wednet.edu/asdinstructionaltechnology/tools/securly-web-filter)
	+ [Reviewing Student Activity Online](https://docs.google.com/document/d/1UBhimb6_RG0sVPNfYSk2bckkoDchjRM4Jq5tqLa4MmQ/edit?usp=sharing)

**Key Resource People:**

**First point of contact:**

**Hardware or Passwords – Karen Bell, DLTA, Cascade Middle School**

**Hardware or Passwords – Tina Thomsen, BTC, Cascade Middle School**

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| --- | --- |
| **Google Password Reset****Freshservice** | 253.931.4940, ext. 1 (Helpdesk)helpdesk@auburn.wednet.edu  |