



# STRANAHAN HIGH SCHOOL

## Student Laptop & SSO Troubleshooting

### **What do I do when I get home with the school laptop?**

*Students are to login to the laptop the same way they logged in when it was picked up from school.*

### **What do I do if my login information for SSO is not working or I need a password reset?**

*You need to call the Broward Schools ETS Department at 754-321-0411.*

### **What do I do if I have issues with the internet connecting to my laptop?**

*You need to contact your internet provider. School personnel are unable to assist with home internet issues.*

### **What if I don't have internet?**

*Comcast has expanded its Internet Essentials program for families that qualify for free or reduced lunch. New eligible customers can sign up online via cell phone, tablet or computer at [internetessentials.com](http://internetessentials.com). The website also includes the option to video chat with customer service agents in American Sign Language.*

*As a second option, customers can contact the Internet Essentials call center.*

*There are two dedicated phone numbers: **855-846-8376 - English** **855-765-6995 – Spanish***

### **What if I am having issues with the school computer that are not internet related or issues with school-based SSO programs?**

*Please use the Stranahan High School Technology Request Form to Submit a request for technology support Our Tech Team will be working diligently to resolve any additional issues in a timely manner to ensure academic progress continues.*

**Tech Request form is available via:** (<https://bit.ly/SHSTECHREQUEST>)

*Be sure to include a description of the issue.*

# **#BeADragon**