



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. 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 for English 855-765-6995 for Spanish*
- **What if I am having issues with the school computer that are not internet related or issues with school based SSO programs? -**
 - *The district has established a centralized Tech Support Line at 754-321-0569*