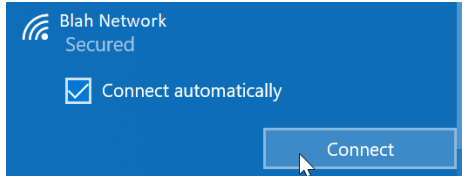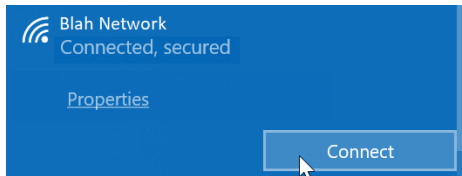Trouble Shooting Internet Connection Document

Make sure your connected to your home wireless network. It will look similar to this:

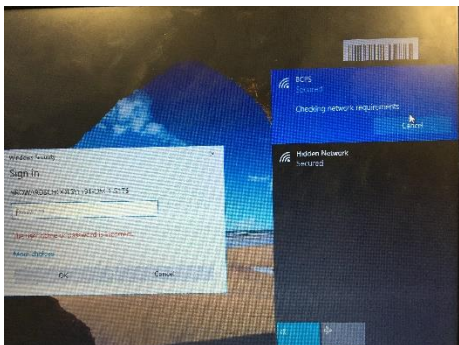You will enter in your wireless network password. Once it connects it it will look similar to this:

Once connected you can proceed to enter in your child's credentials (06# & password).

If you get a message about not connecting to the domain then follow the instructions below.

The reason why the child needs to login at school is because the laptop needs to install their profile. This is done when logging in. When entering in the 06#, password & connected to the school's wireless network the computer verifies the child's credentials (06# & password). If the information entered in matches what's on the server then it starts to build the profile and apply all necessary restrictions, programs, shortcuts and access rights for the student. This is not possible to do from home because the servers that perform this function are on the BCPS network and are not open to the outside world for security reasons. So, this is the reason why this must be performed at the school on the school's network and why it's not possible to do at home.

You can attempt going to any Broward Public School and try connecting to their wireless BCPS network. When you see this:

Enter in the students 06# for the password.

Once you see that it has connected try to login to the laptop. Should look like this in bottom right corner of screen:

Let the laptop install the profile fully until you see the windows desktop. It is then recommended to restart the laptop and wait for it to boot up to the login screen again. The laptop should auto connect to the BCPS network now.

Westwood Heights Elementary is close to North Fork Elementary and doesn't have the gate around the entire school. You should be able to pull up close to the front entrance of the school as seen below. You can also try North Fork's entrance as well.

2861 SW Ninth Street
Fort Lauderdale, FL 33312