



"Preparing high school ready, college-bound students."

**Melissa M. Gurreonero, Principal**

1602 S. 27<sup>th</sup> Avenue

Hollywood, FL 33020

Phone: 754-323-3400 Fax: 754-323-3485

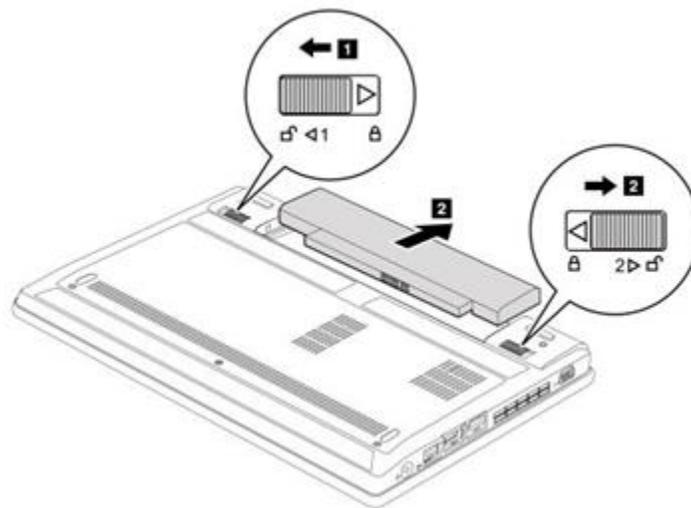
[www.browardschools.com/mcnicol](http://www.browardschools.com/mcnicol)

**Students are required to log on to EVERY Canvas course on EVERYDAY Mondays-Fridays!**

## Frequently Asked Virtual Learning Questions

### Help! I am having laptop issues...

1. I can't get my computer to turn on...what can I do?
  - a. Check charger. Some chargers come in two parts with a rectangular section within the middle of the cord. Please ensure that the cord attached to the outlet is fully plugged into the rectangular section.
  - b. For those students with a computer marked as x131 model the battery might have dislodged. Please remove and reinsert battery show below if your computer is similar to the picture shown



i. \_\_\_\_\_ |

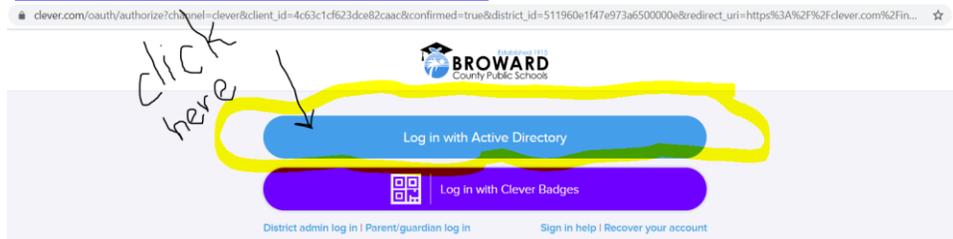
2. I can't log on to my computer...what can I do?
  - c. Ensure that you are logging in to the computer using the correct password format P 00/00/0000.
  - d. If you have more than one school computer at home ensure that the student is logging only into the computer that was originally assigned according to the serial number on paperwork given at distribution, otherwise it will NOT work.
3. I keep getting a log on error message....what can I do?
  - e. Ensure that you are logging in to the computer using the correct password format P 00/00/0000.
  - f. If a message appears on you browser that you have a 504 Gateway Timeout error, an error has occurred on a server not your computer. Try reloading the page or connecting to CANVAS at a later time.
4. I need a new laptop, this one is too slow!

- g. Any slow access on CANVAS is more than likely due to a network issue with CANVAS. You might log into CANVAS at a later time when there might not be so many students online. A new laptop is not needed.
- 5. Where can I go if I need more technical/computer assistance?
  - h. You must enroll in our Cyber Café Canvas Course
  - i. Ms. Behm has online hours to help you!
    - 1. Email [sasha.lopez@browardschools.com](mailto:sasha.lopez@browardschools.com) for more info

**Ok, I am online and ready...BUT....**

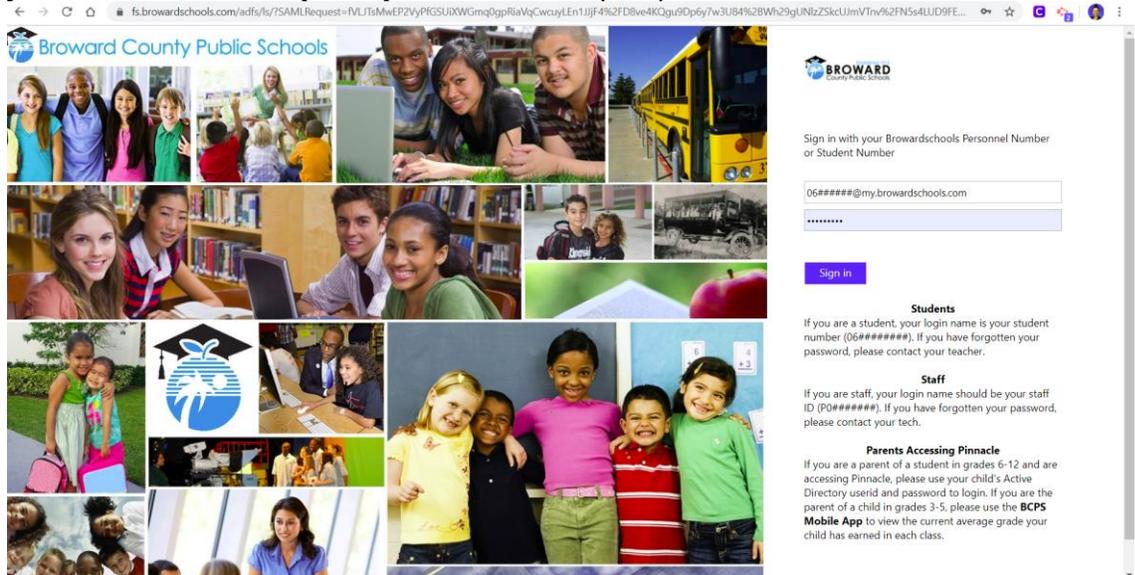
- 1. How do I log onto my Single-Sign-on so that I am counted for attendance?
  - a. You will be counted for attendance by signing on to Broward Schools Single Sign-On by using your username. You must log in every morning and log out every evening. Then log back in the following day to be accounted for attendance.

i. [SSO.BROWARDSCHOOLS.COM](https://SSO.BROWARDSCHOOLS.COM)

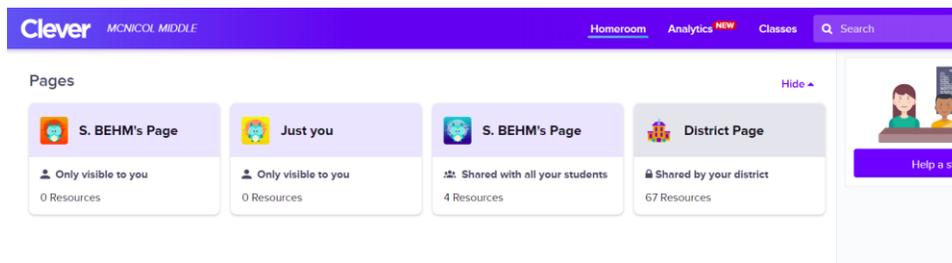


ii.

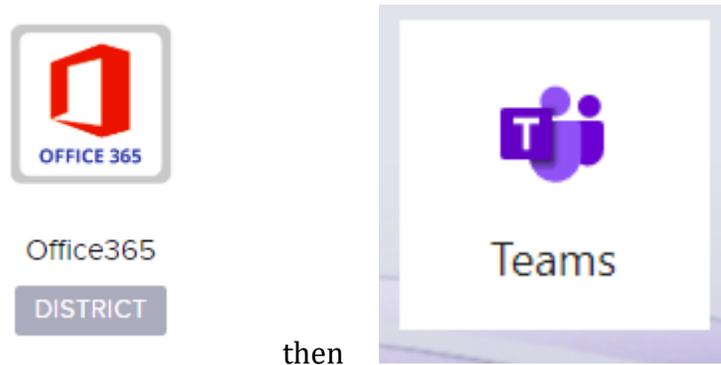
iii. You will enter your username, which is your 06#####@my.browardschools.com and password that includes capital P with your birthdate as a two-digit month/two-digit day/four-digit year. Please see example of password: PMM/DD/YYYY



- 2. Once I am logged onto my Single-Sign-On where do I go?
  - a. Once you are logged in you will be taken to your Clever page. Please see example below:



- i.
- b. Log into Office365 and then click onto Teams so you can log into your virtual classes

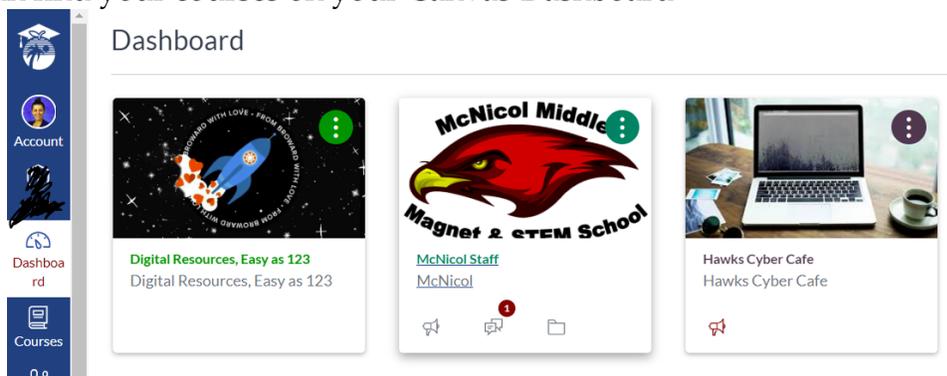


- i.
- c. Then go back to Clever and click on Canvas to log into your classes.

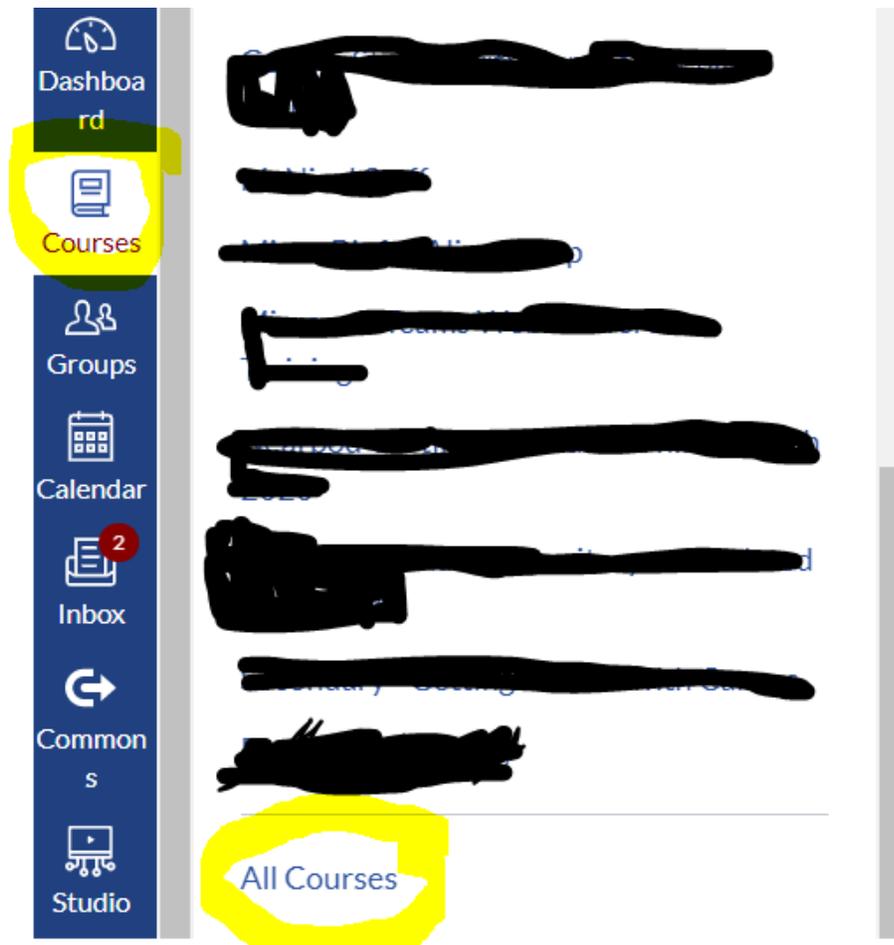


Canvas

- i.
3. How do I find my teachers courses?
  - a. You can find your courses on your Canvas Dashboard



- i.
- b. If you cannot find your course on your Dashboard then you will look for your course on Courses and then scroll down to All Courses



i.  
c. Find your course and make sure it is the right quarter..QUARTER 4.



i.  
d. To have your class on your Dashboard you must select it as a favorite by clicking on the hollow star till it turns orange

All Courses

Course	Nickname	Term	Enrolled as	Published
<input checked="" type="checkbox"/> <span style="color: red;">★</span> <span style="background-color: black; color: black;">[REDACTED]</span>			Student	Yes
<input checked="" type="checkbox"/> <span style="color: orange;">★</span> <span style="background-color: black; color: black;">[REDACTED]</span>			Student	Yes

4. Which teachers/classes/courses do I have to go to every day?
- a. EVERY CLASS, EVERY DAY!!!! Please refer to McNicol Virtual School Schedule for the assigned class days to assist with your online learning experience. Students are expected to log into all their courses on Canvas daily.

	Mondays	Tuesdays	Wednesdays	Thursdays	Fridays
7:45-8:15	<b>Hawk Weekly Virtual Message</b> Log on to Canvas and prepare for the day.	Cyber Cafe	Virtual Story Time with our Literacy Coach: Ms. Ruddy	Log on to Canvas and prepare for the day.	Cyber Cafe
*8:15-9:00	*Virtual/Digital Reading	*Virtual/Digital Reading	*Virtual/Digital Reading	*Virtual/Digital Reading	*Virtual/Digital Reading
9:00-11:00	**Virtual ELA	**Virtual Math	**Virtual SS	**Virtual Science	**Virtual SEL/Mental Health
11:00-11:30	Work on necessary course assignments	Work on necessary course assignments	Work on necessary course assignments	Work on necessary course assignments	Work on necessary course assignments
11:30-12:15	Lunch	Lunch	Lunch	Lunch	Lunch
12:15-1:00	IXL-Math	I-Ready ELA	IXL-Math	I-Ready ELA	Your choice I-Ready or IXL
1:00-2:00	Elective Time: Log on to your elective teachers' course	Elective Time: Log on to your elective teachers' course	Recess! Play outside or inside for one hour! (P.E. all kids)	Elective Time: Log on to your elective teachers' course	Recess! Play outside or inside for one hour! (P.E. all kids)
2:00-2:30	Homework time/Individual ESE Support/Consultations	Homework time/Individual ESE Support/Consultations	Homework time/Individual ESE Support/Consultations	Homework /Individual ESE Support/Consultations time	Homework time/Individual ESE Support/Consultations

b.

5. I want to see my teachers...why are they not holding virtual face-face classes?
  - a. Teachers are not required to hold face-to-face virtual learning sessions
    - i. However, you may email them during their office hours 8-11 each and every day!
    - ii. They also post all lessons and assignments for every day to their Canvas course
6. Where is my work? How do I know what assignments are due and when?
  - a. All work will be located in your teachers Canvas course and can be located by looking at your class syllabus' course summary located at the bottom of the page. It will include date assigned, name of assignment with a direct link to assignment and due date. Please see example below:

Course Summary:

Date	Details	
Thu Apr 2, 2020	 Comfort Level with Technology	due by 11:59pm
Fri Apr 10, 2020	 Introduction to OneDrive with Office 365	due by 11:59pm
	 Introduction Practice to Using Canvas	
	 Introduction to Practice Completing a Quiz on Canvas	

i.

7. Where do I find the Guidance Counselor SEL/Mental Health lesson that is listed on the schedule?
  - a. You MUST enroll in your School Counselors Canvas Course.
    - i. Email [Chandra.w.lee@browardschools.com](mailto:Chandra.w.lee@browardschools.com) for more info
8. How to view our Monday morning announcements?
  - a. When you first log on to Canvas on Monday mornings you will see a global announcement from Mrs. Gurreonero which provides a link for everyone to view Monday Morning Announcements
9. Who can I contact if I need more assistance with my courses?
  - a. Email your teacher
  - b. Email your school counselor