

# Fort Lauderdale High School

## Student Laptop & SSO Troubleshooting

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

*Students are to login to 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 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?

*Please email the Fort Lauderdale High School Tech Team at [FLHTechnology@browardschools.com](mailto:FLHTechnology@browardschools.com). They will be working diligently to resolve any additional issues in a timely manner to ensure academic progress continues.*

*Be sure to include the following information in your email:*

***Subject Line: Student Laptop***

*Student Name*

*Student Number*

*Grade*

*Computer Model #*

*Description of the issue. If you are receiving error messages please include a screenshot or image of the error message on the screen.*