



Palm Cove Elementary 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. 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 Palm Cove Elementary Micro Technology Specialist. He will be working diligently to resolve any additional issues in a timely manner to ensure academic progress continues **AND***

*Monday, March 30th-Wednesday, April 1st he will be available from 8:00am-1:00pm to help with any troubleshooting **ONLY** through the phone. Please call 754-323-6800.*

Erik Auriemma: Erik.Auriemma@browardschools.com

Be sure to include the following information in your email:

Subject Line: Student Laptop Issue

Student Name

Student Number

Grade

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

"Teaming for Success"