

## Troubleshooting and Technology Tips

If the information below does not help, please call 270-769-3540 or email [angela.rucker@etown.kyschools.us](mailto:angela.rucker@etown.kyschools.us) or [stacia.jones@etown.kyschools.us](mailto:stacia.jones@etown.kyschools.us).

### WiFi connection

Chromebook must be connected to the WIFI in your current location.  
If you are on EIS property, select Etown WIFI.

Username is email address. Must be an EIS email address to work on Chromebook (firstname.lastname@stu.etown.kyschools.us).

Student passwords- please call 270-769-3540 if you need it.

Tips:

### Logging into Google Classroom:

Student Usernames are their FULL email addresses

[firstname.lastname@etown.kyschools.us](mailto:firstname.lastname@etown.kyschools.us)

\*\* Some students (several 6th graders) have a number after their last name.

If this email address format does not work for your child, please contact TKS for help.

Student Passwords are: eis (all lowercase) followed by their lunch number:

eis1234 All lowercase letters, no spaces.

### Join with an email invite

Your teacher might send you an email invite. You can join the class from the email or in Classroom.

#### Accept the invite in Classroom

1. Go to [classroom.google.com](https://classroom.google.com).
2. Make sure to sign in with the correct account. If you're already signed in and need to switch accounts, in the top-right corner, click your profile picture > select or add your account.
3. On the class card, click Join.



#### Accept the invite in your email

1. Open the email program you use for Classroom.
2. In the email invite, click Join.
3. (Optional) If you see **Class not found**, click the Down arrow ▾ and sign in with the account you use for Classroom. [Learn more.](#)
4. Click Join.

**Classroom Mobile App FAQ:**

[https://support.google.com/edu/classroom/answer/6118390?hl=en&ref\\_topic=9049890](https://support.google.com/edu/classroom/answer/6118390?hl=en&ref_topic=9049890)

**Troubleshooting for Students:**

[https://support.google.com/edu/classroom/answer/6315899?hl=en&ref\\_topic=9049890](https://support.google.com/edu/classroom/answer/6315899?hl=en&ref_topic=9049890)

**See Your Work for a Class:**

[https://support.google.com/edu/classroom/answer/6020284?hl=en&ref\\_topic=9050121](https://support.google.com/edu/classroom/answer/6020284?hl=en&ref_topic=9050121)

**Turning In Your Work:**

[https://support.google.com/edu/classroom/answer/6020285?hl=en&ref\\_topic=9050121](https://support.google.com/edu/classroom/answer/6020285?hl=en&ref_topic=9050121)

**Working with a Document Assigned to You:**

[https://support.google.com/edu/classroom/answer/9073815?hl=en&ref\\_topic=9050121](https://support.google.com/edu/classroom/answer/9073815?hl=en&ref_topic=9050121)

**View Your Grade in Google Classroom (only if teacher is using GC Grading)**

[https://support.google.com/edu/classroom/answer/9200158?hl=en&ref\\_topic=9050121](https://support.google.com/edu/classroom/answer/9200158?hl=en&ref_topic=9050121)

