

Essential Technology Information for Parents

Computer (device) Access

Every student will need their own internet-accessible computer to participate in remote learning. Students have the option of using a personal computer or a district-issued computer.

- **District-issued computer:** computers will be checked-out to students who do not have access to a home computer. Fees (\$25-250) will be invoiced to the student if the computer is damaged or lost.
- **Student-owned personal computer:** district-selected software and tools may not work on all student personally owned computers.
 - District-preferred computer: any 4GB Chromebook (district uses Lenovo 300e touch)
 - Low-cost options: refurbished computers are available through [PCs for People](#).
- **Return unneeded computers:** if your student has a broken or unused DPS-issued computer, please return it to your school (or use the [mail-in option](#)) so it can be provided to a student in need.

Internet Options

Every family / student will need home internet access for remote learning. There are a variety of options that enable internet connectivity.

- **Home Internet:**
 - [Internet Essentials](#) (IE): provides affordable broadband home Internet service. This is a wired connection that is generally a fast, consistent and secure Internet connection. In response to high demand for remote learning, IE is offering special discounts and higher speeds.
 - [Starry Connect](#): provides individualized, affordable, fast and reliable Wi-Fi access to designated housing communities. Families living in public and affordable housing will automatically be eligible to participate, where applicable. Community training and support may be available to customers.
- **DPS-Issued Hotspots:**

DPS-issued hotspots (are typically a mobile device smaller than a smartphone) are a way for students who do not have home Internet to access specific networks wirelessly. These are available for students (through their school) who do not have internet access at home. Generally, only one hotspot is needed per household.
- **Other Options:**

There are other options for connectivity that offer intermittent access with varying degrees of consistency (success), depending on availability in different areas of the district.

 - [Mobile Phone Tethering](#): Personal mobile phones can be used as a hotspot to provide Internet to computers, such as a Chromebook. Additional charges may apply, refer to your service provider for more information.
 - **Public Wi-Fi:** Requires users to be within 100 feet of Wi-Fi, which may not work for all during quarantine or stay-at-home orders. Remember to use caution as public Wi-Fi is less secure than other options
 - [XFINITY Wi-Fi Hotspots](#) (coverage varies across the city)

- [Denver Public Library](#) - DPLWireless (coverage available near DPL sites or parking lots)
- DPS Guest (coverage available near DPS schools or parking lots)

Learning Management Systems

Your student will use a learning management system, based on their grade level. This will serve as your student's personalized hub for remote learning. Below are details for each platform.

- **Seesaw (K-5 grade students):** Students will login to Seesaw through the DPS Student Portal. Parents will access the platform using their own account, which allows them to view work for all of their students. Parents can create connected family accounts by using the link sent to them (email or text) on August [insert date]. More information on parents accounts is [here](#).
- **Schoology (6-12 grade students):** Students will login to Schoology through the DPS Student Portal or directly at school.dpsk12.org by using their student number and password. Parents automatically have connected Schoology accounts that they can access the LMS through the [Parent Portal \(https://myportal.dpsk12.org/\)](https://myportal.dpsk12.org/).

Keeping Students Safe

- **DPS Filtering:** DPS does its best to ensure our students' online experiences are safe. Our web filters, included on **district-issued devices (computers or tablets)** and through **district network connections**, are programmed to block inappropriate content as much as possible.
 - If a student is using a district-issued Chromebook or iPad at school or at home, it will always pass through the DPS web filtering.
 - Like all technology-based solutions, there are ways a user might attempt to circumvent these Internet filters for inappropriate use. We encourage parents to stay engaged in their student's Internet use.
- **Anti-Bullying Software:** DPS utilizes Gaggle to monitor activity on any district-managed Google Suite products, including Docs, Sheets, Email and Chat. If Gaggle detects any instance of bullying, cyberbullying, or other illegal activities occurring, the student will lose access to district technology and associated software.
- **Parent Visibility:** Parents can also login to their students' computers or tablets to see their browsing history. Students are unable to browse in an incognito mode.

Technology Troubleshooting

DPS provides technology support for staff, students and their families.

- **Devices** - you can receive technical support for all district-issued devices by first calling your home school's School Tech Representative or Partner (STR/STP). Please work with your school administrators to determine the best way to get in touch with them.
- **Software** - for any software or connectivity issues, please call the Department of Technology Services (DoTS) Service Desk at **720-423-3163**.
- **Hotspot connectivity** - please refer to the [hotspot troubleshooting guide](#), which includes Quick Start guides for different hotspot models, or contact your school's STR/STP if you are experiencing Internet connection issues. Quick tips:
 - *Make sure the hotspot is near a window.* If you are in a building with thick walls, or basement, you may not get service on the device. Hotspots work similar to smartphones in this way.

- *Check service coverage near your home.* Most residential areas in Denver have adequate coverage [Sprint](#) and [T-Mobile](#) are the primary service providers for DPS-issued hotspots.