Grosse Pointe Public School System

Department of Technology
20601 Morningside Dr.
Grosse Pointe Woods, MI 48236
313-432-3003
https://www.gpschools.org

BYOD Device Support Guide for Parents

At GPPSS, we understand that managing student devices at home can be challenging. Your student has experienced difficulty using their device at school. To assist your student we recommend the following actions:

A. Remove Google Family Link from your child's Chromebook

1. Google Family Link is preventing your student from being able to use their Chromebook at school. Family Link is not required and is completely optional.
2. If you wish to continue using Family Link with your student's Chromebook, please configure it using these directions which will allow their Chromebook to function at school: http://bit.ly/3IfCkqq

💡 Tip: You can manage settings later at https://families.google.com or through the app.

B. Chromebook Primary Account

1. For best results we suggest that your student login to their Chromebook with their personal Google account first. This will allow them to access all the settings on their Chromebooks. They can then add their district Google account as a secondary account.
2. To resolve this: at the sign-in screen, press Ctrl + Alt + Shift + R and select Powerwash. This will fully erase and reset the Chromebook allowing your student to sign in with their personal Google account first.

C. 'Forget' any unused WiFi networks

1. Your student's device should be connected to the GPPSS-Secure WiFi network while at school. They can sign into the network with their student number and assigned password.
2. These credentials change at the beginning of each school year, having the device 'forget' previous instances of the network can clear up issues, especially any guest networks that have been used previously.

D. Ensure there are no network altering applications or extensions installed

1. Any network altering applications will prevent your student's device from functioning properly on the GPPSS network. Please check for and remove any VPN applications.

E. Check date and time settings

1. If your device has an incorrect date or time it may be blocked from the school network.

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F. Check for updates and reboot regularly

G. Verify that you are using the correct password and that it is being input correctly

1. Login credentials change annually, ensure that you are using the correct password. Sometimes it can help to type the password into a note taking document and copying and pasting it into the password field, to ensure the keyboard isn't malfunctioning.

H. Resetting and Updating Windows Laptops & MacBooks

If your child's laptop is a hand-me-down, it's essential to reset and update the device to ensure it's ready for school use. Old applications and settings may be preventing your student from successfully using the device at school.

1. Windows Laptops (Windows 10/11)
    i.   Reset Windows: https://bit.ly/3IaScuk
    ii. Update Windows: https://bit.ly/426SDwP

   Setup for School Use

   - Install Google Chrome
   - Sign in to your child's school Google Account
   - Enable parental controls through Microsoft Family Safety (optional)

2. MacBooks (macOS Monterey or later recommended)
    i.   Reset macOS https://support.apple.com/en-us/102664
    ii. Update macOS https://support.apple.com/en-us/108382

   Setup for School Use

   - Create a new Standard user account for the student.
   - Install Google Chrome.
   - Sign in to the student's school Google Account.
   - Enable Screen Time under System Settings for parental controls (optional)

   Need More Help? Additional resources are available on our Student Technology Support page: https://www.gpschools.org/Domain/4945