J-Learning at Home

Remote Instruction Trouble Shooting Guide

A parent & student quick guide for remote learning

Dear Parents:

With virtual instruction happening world-wide, we know that there will be times when the internet service is down, the student portal is inaccessible, and/or the learning management system just won't work. Here's a quick guide on what to do when encountering technology issues related to remote instruction.

Each campus website has a RETURN TO LEARN tab which includes the following information:

- Virtual learning schedules for each grade level
- Important notifications related to virtual instruction
- Parent Guides for Student Portal Access and Using your Chromebook at Home
- Campus Safety Plans and links to the Parent Online Academy and Parent Self-Serve

Each Judson ISD teacher has a website which contains the following information:

- Contact Information
- Conference Times and/or Office Hours
- Specific class schedule

If your child cannot log in to their Chromebook, use the Elementary or Secondary guide to view username information. If your child needs to retrieve or reset their password go to the campus website and click on "Forgot my Password" on the menu bar.

If you experience technical issues with your student's Chromebook, please contact the Technology Help Desk at 210-945-5473 or techhelpdesk@judsonisd.org.

Teachers will use a backup text reminder system, such as Dojo or Remind, as an alternate way of communicating with parents when problems with internet connectivity are occurring.

In the event a teacher is absent, a Partner Teacher has been assigned to conduct live virtual classes with your child. Campuses will notify parents when this occurs.

If your child is absent, please submit an excuse to your campus attendance email. General questions about absences can also be emailed to this address.

If your child has trouble logging on to the Zoom link, or if you have any questions regarding your student's virtual learning, please contact the teacher.

General district information regarding the Asynchronous Learning Plan for Remote Learning and the Return to Learn District Guidance Document can be found on the Return to Learn website.