

JCCEO Virtual Learning Tablet Guide



— STAFF EDITION

About Virtual Learning

JCCEO's goal through Virtual Learning is to quickly adapt and adjust our social connection when physical and social distances occur.

OUR PLAN

Research indicates that virtual classroom learning should foster a sense of community, building a relationship between teacher and child and connections that promote high academic skills and provide social/emotional development opportunities.

When needed, the JCCEO Education Department will adapt Virtual Learning to ensure that children receive a quality research-based curriculum learning experience that is supported by the Office of Head Start, School Readiness, Head Start Early Learning Outcome Framework, and the Alabama Early Learning Guidelines.

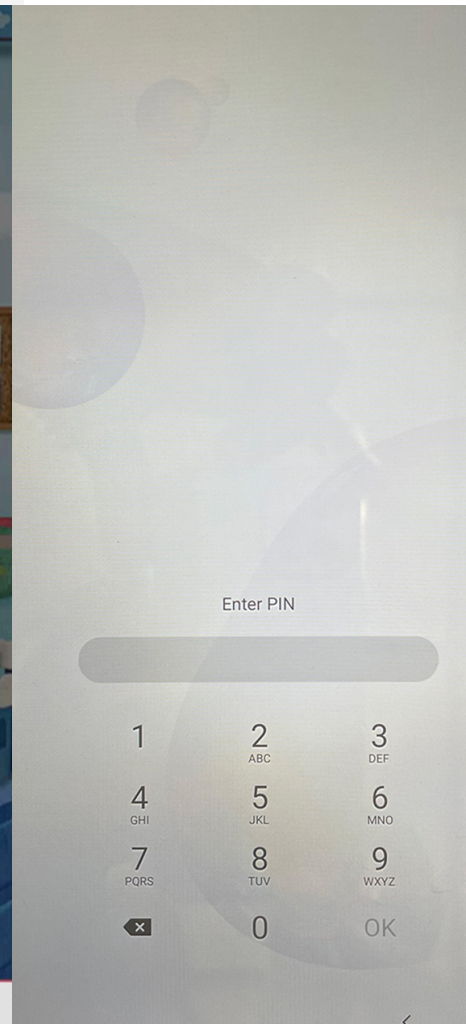
JCCEO will ensure teachers are supported by an assigned Education Coach who will provide practice-based coaching strategies to help teachers use effective teaching practices that lead to children's positive outcomes. Teachers will be assessed virtually to identify strengths and areas needing support.



Tablet Access

PIN CODE

All JCCEO tablets should have an enforced security code. The code is **1965**.

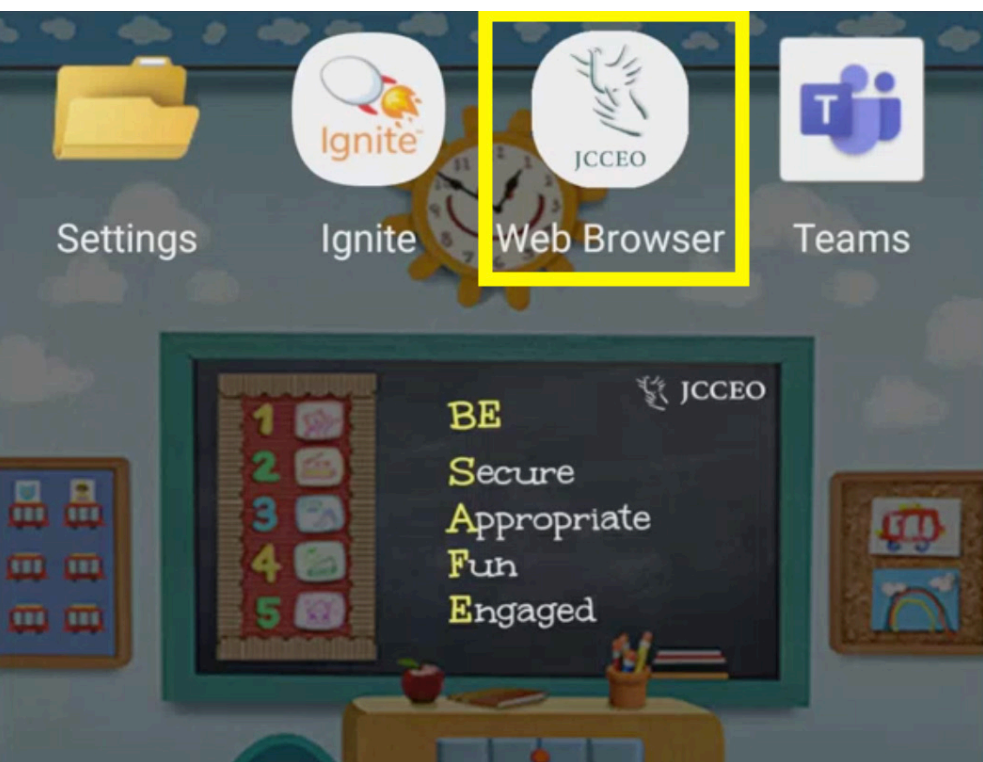


Microsoft Account

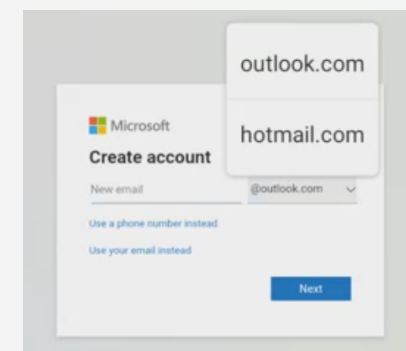
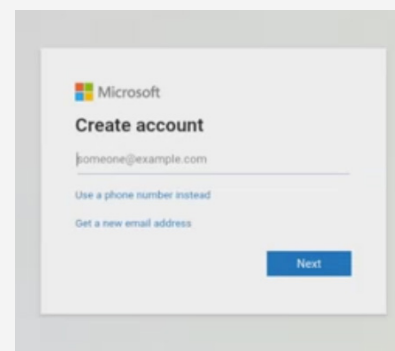
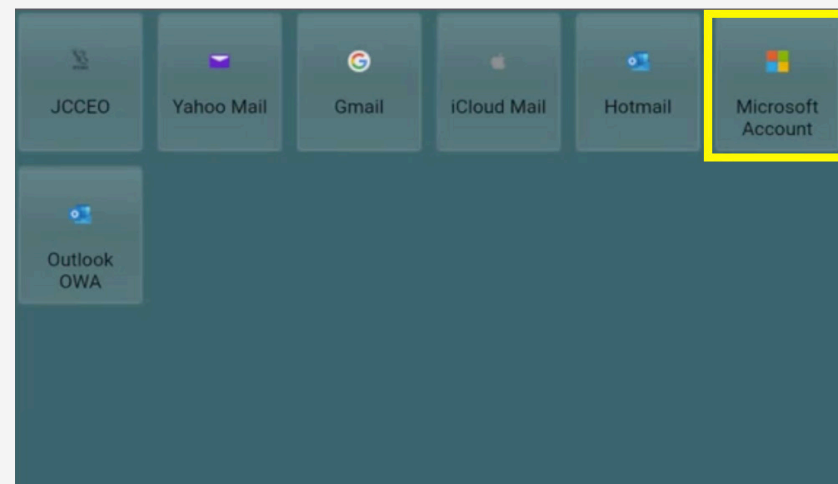
SIGN UP INSTRUCTIONS

The teachers will conduct classes via Microsoft Teams. To attend classes, you'll need a valid email address registered with Microsoft.

Each tablet has a "JCCEO Web Browser" icon. The browser allows access to create your Microsoft Account and access other approved email providers to receive your invites to Teams and Hatch.



Microsoft Account



ACCOUNT CREATION

Select **Microsoft Account** on your provided tablet or visit <https://signup.live.com> on your personal device.

Sign in with your existing email address or follow the link that says "Get a new email address" to sign up for a new "outlook.com" or "Hotmail.com" address.

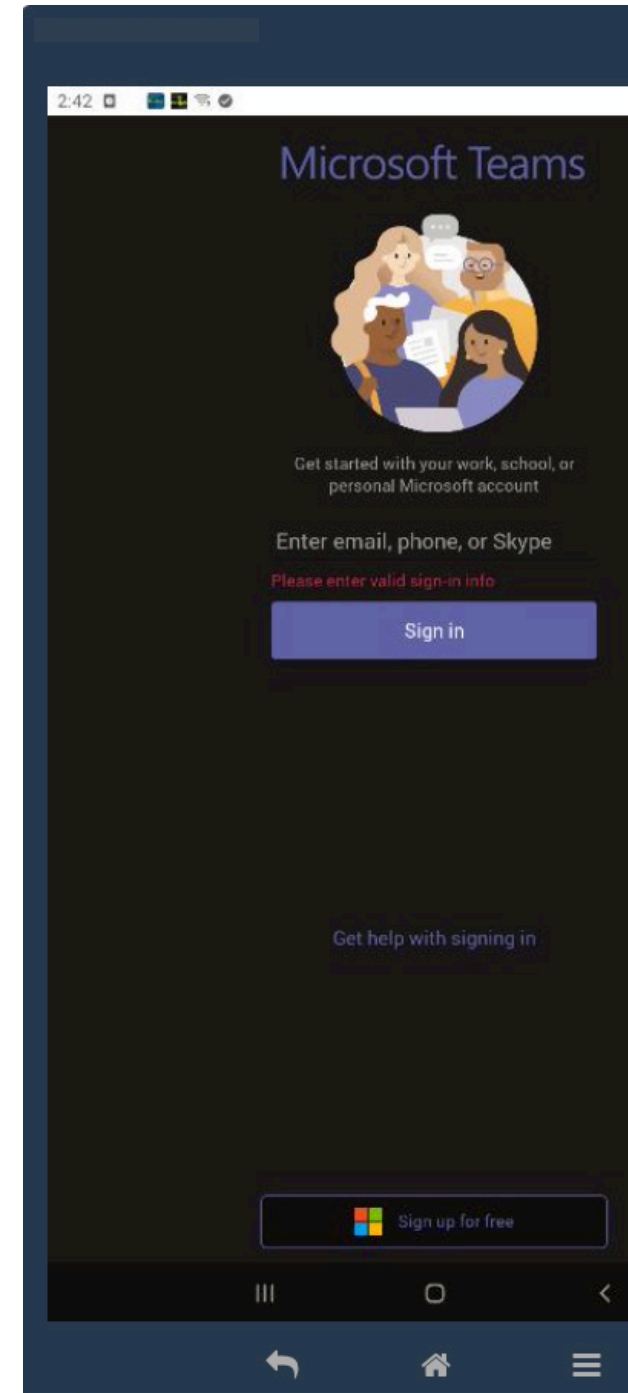
Microsoft Teams

TEAMS PASSWORD TROUBLESHOOTING

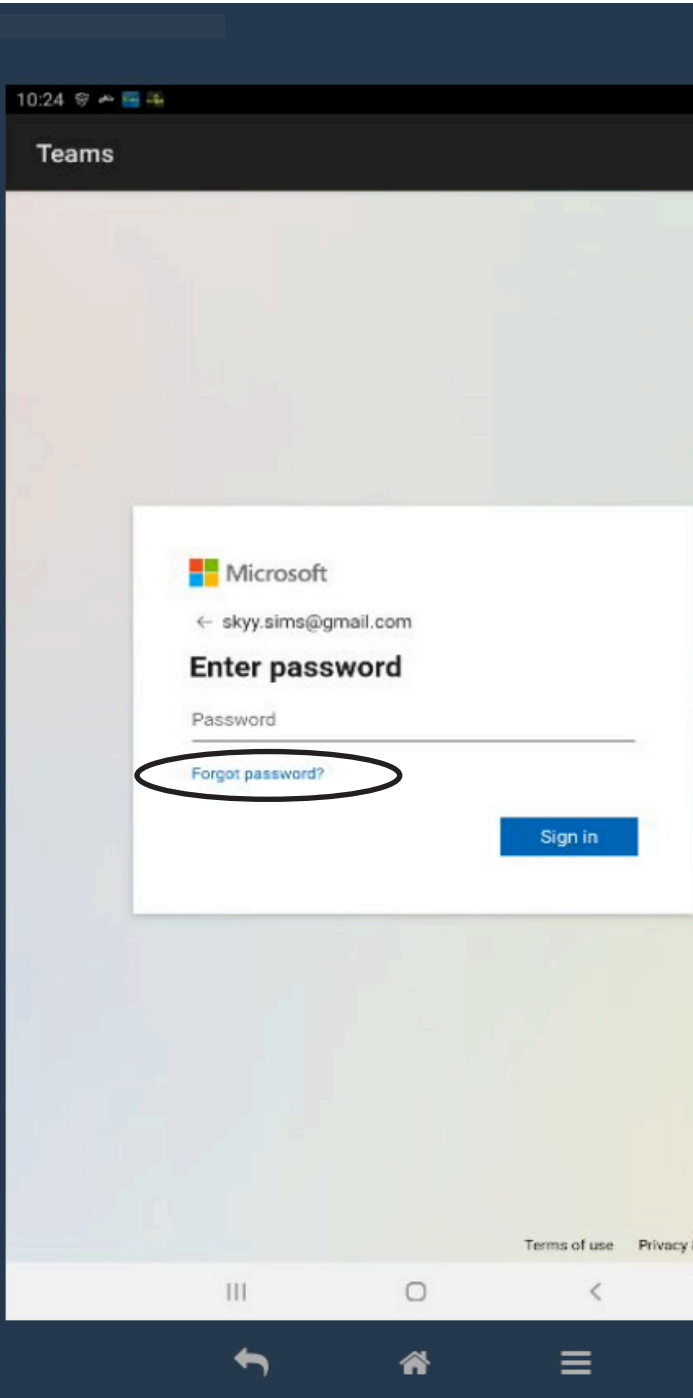
This is the process to troubleshoot passwords issues pertaining to Microsoft Teams.

The parent needs to sign in with their email address, not phone number but email address to be able to sign in and access the class channel.

First, let's type in the email address that you use to access Teams.



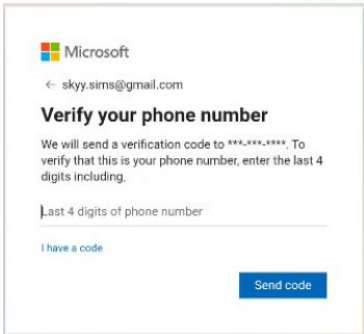
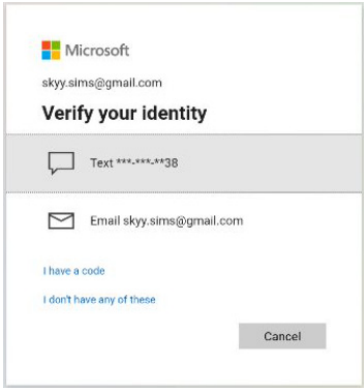
Microsoft Teams



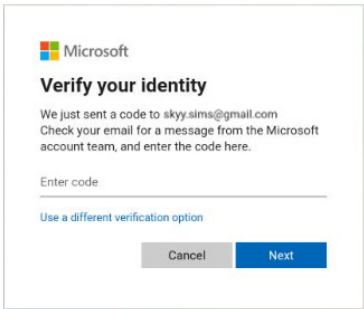
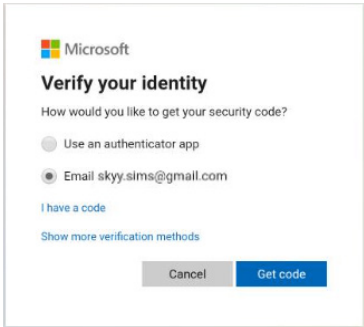
Second, Select "Forgot password?"

You will have multiple ways to verify your identity. You can either verify via Text Message, Email, or the Authenticator App (If you have downloaded the app)..

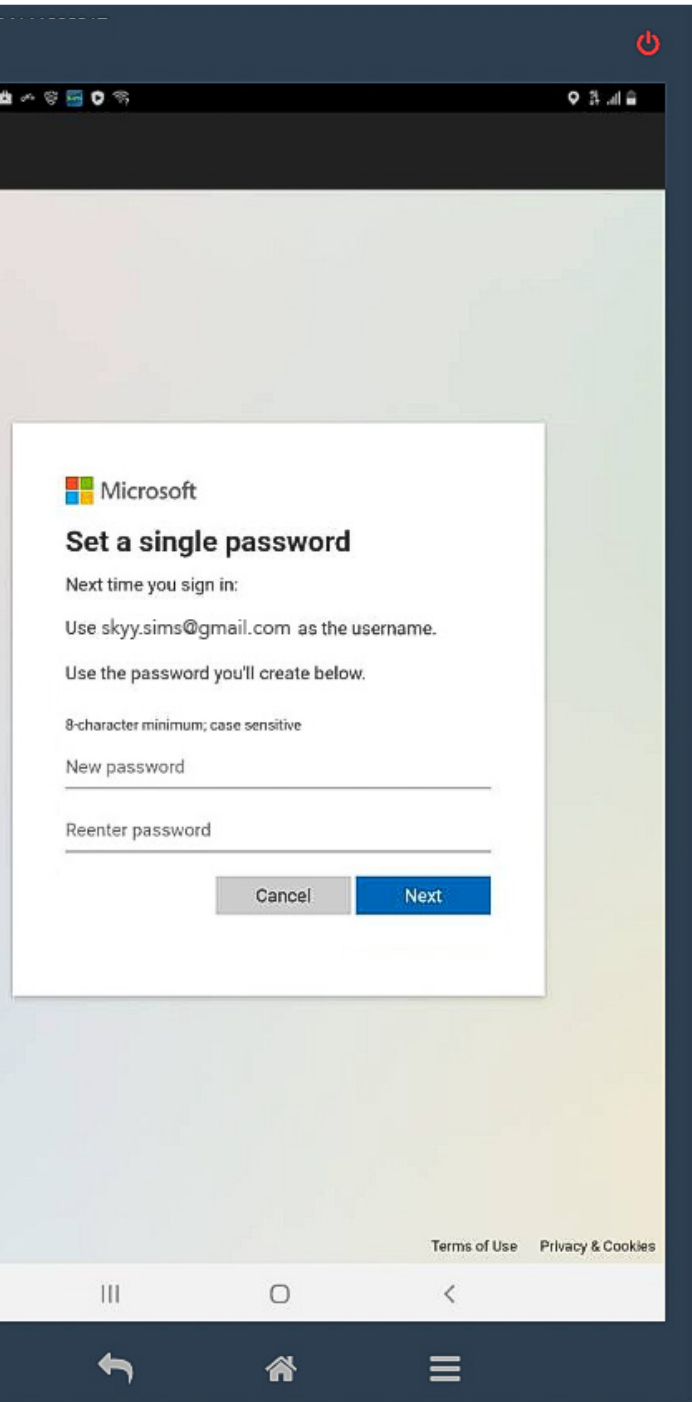
Verification via Text



Verification via Email



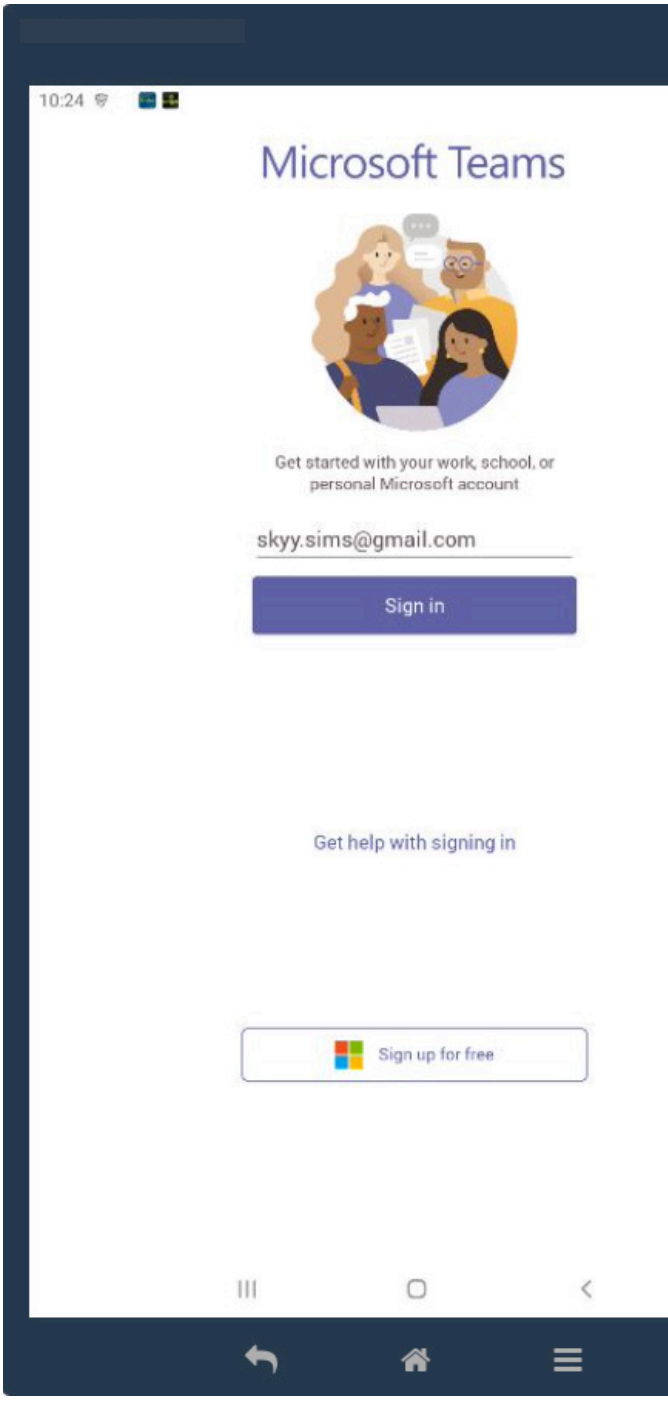
Microsoft Teams



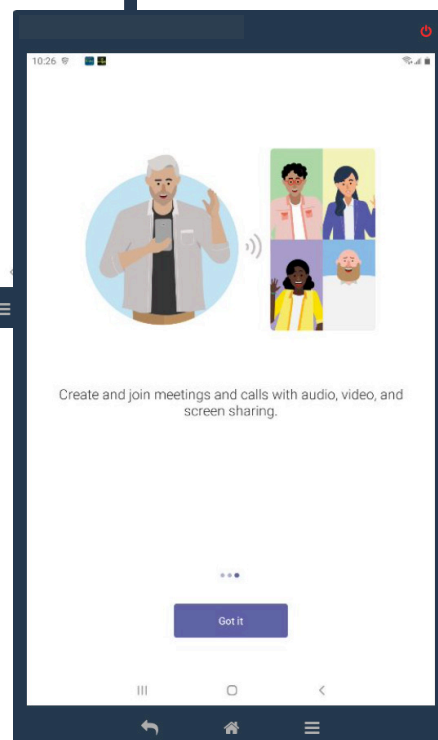
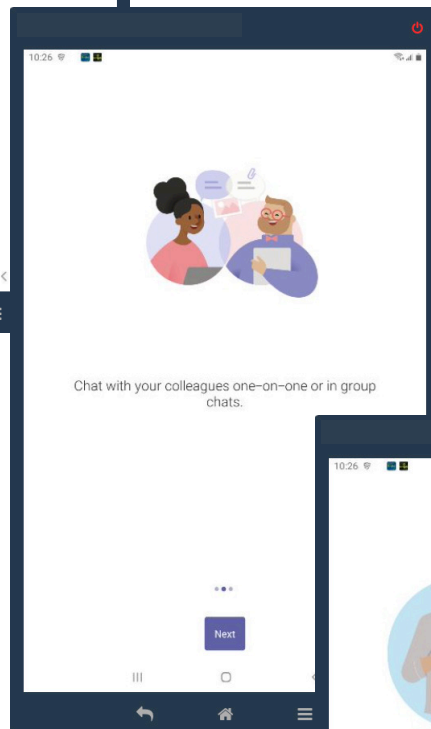
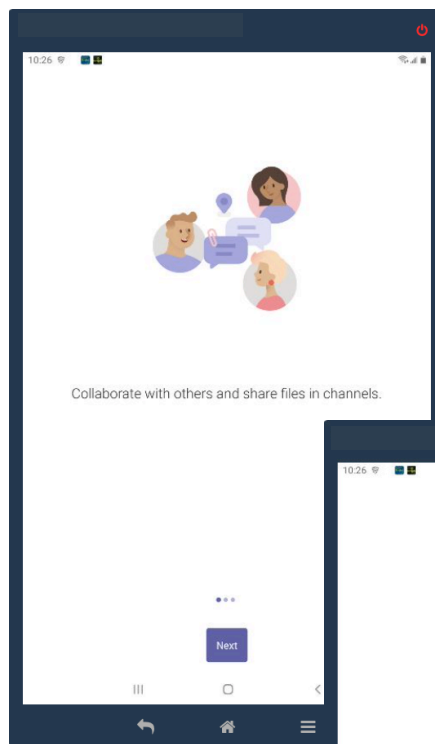
Once you have verified your identity, you will have to create a new password.

Now that you have reset your password let's sign into Microsoft Teams with your new password.

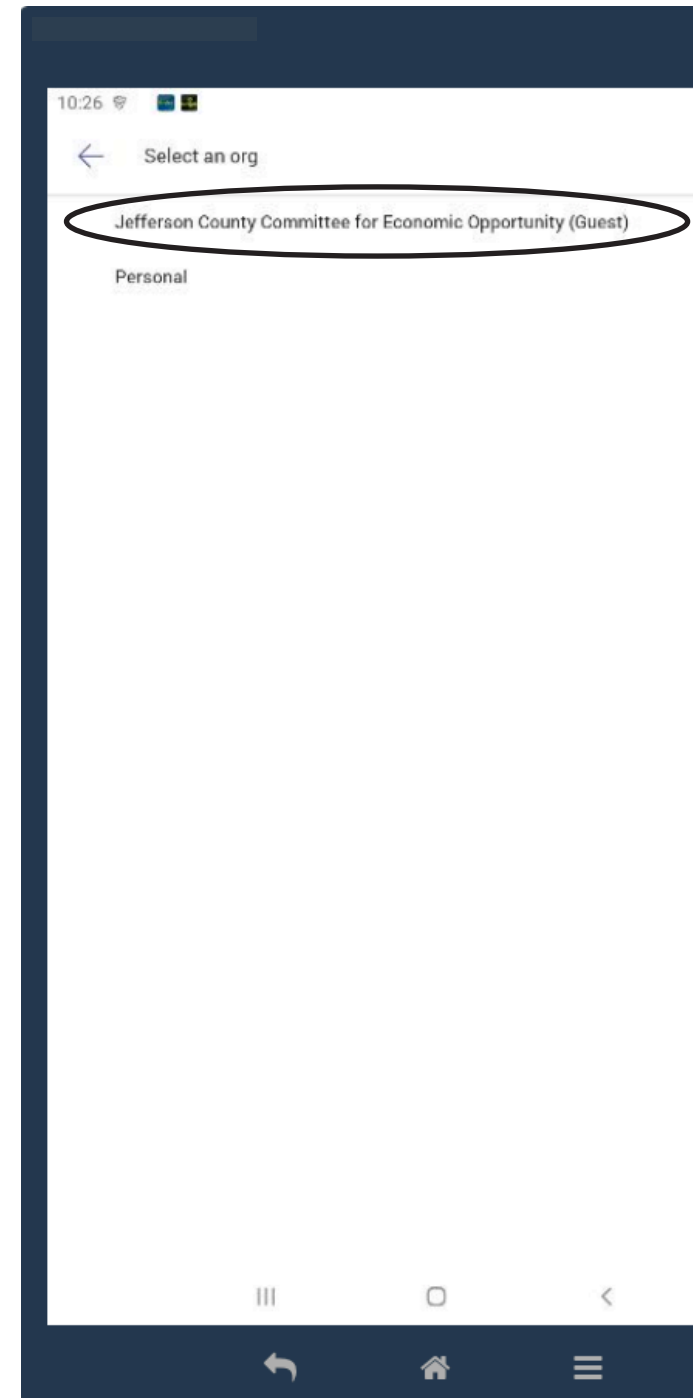
Microsoft Teams



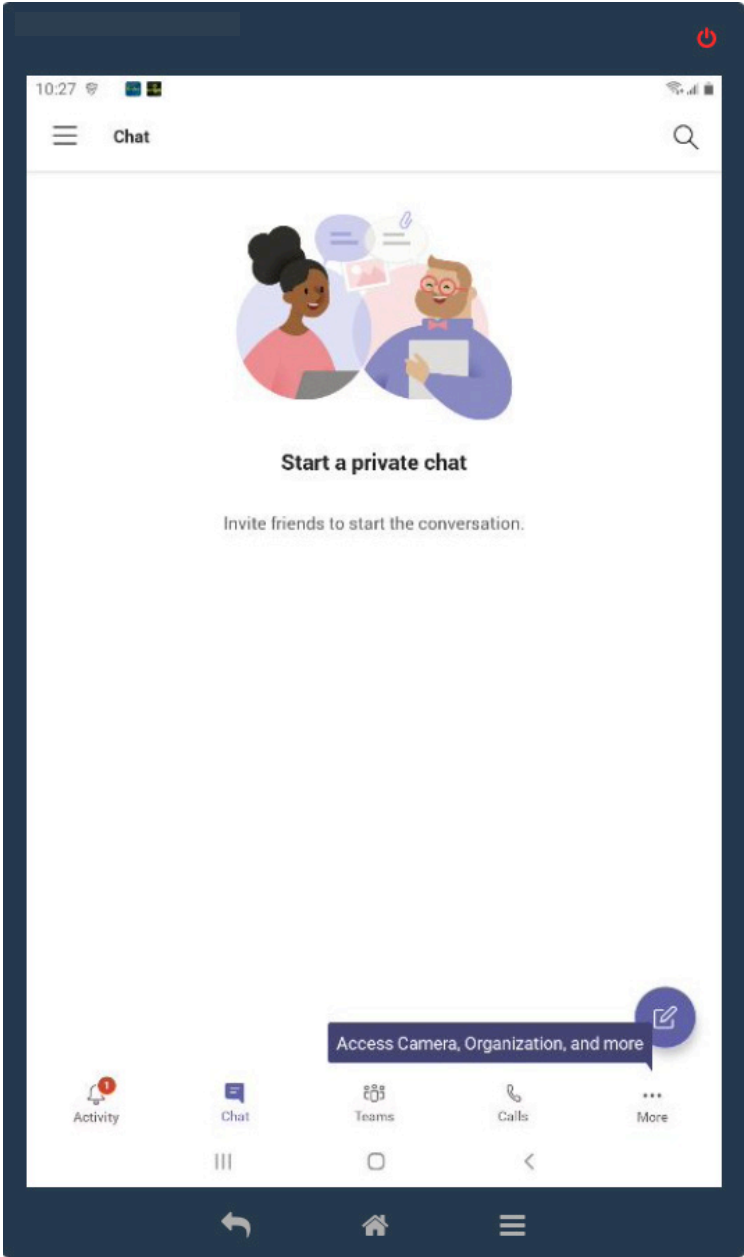
Microsoft Teams



When you sign in, select the **Jefferson County Committee for Economic Opportunity (Guest)** option to access your class.

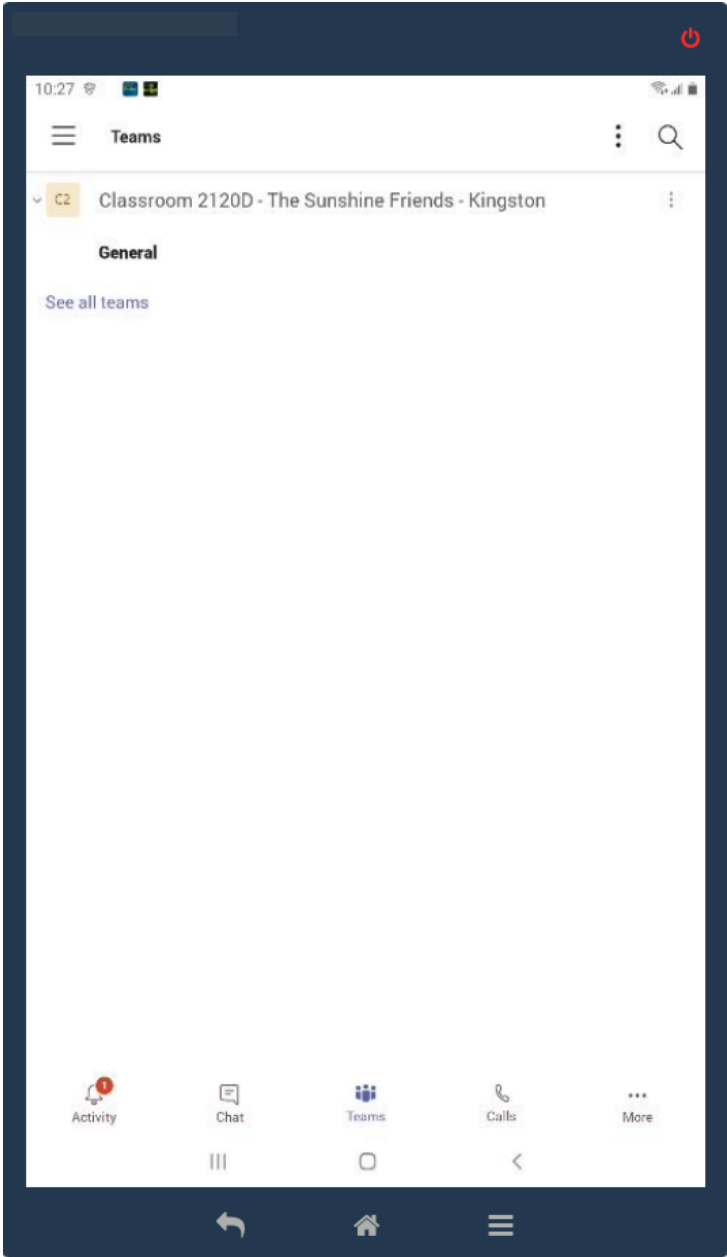


Microsoft Teams



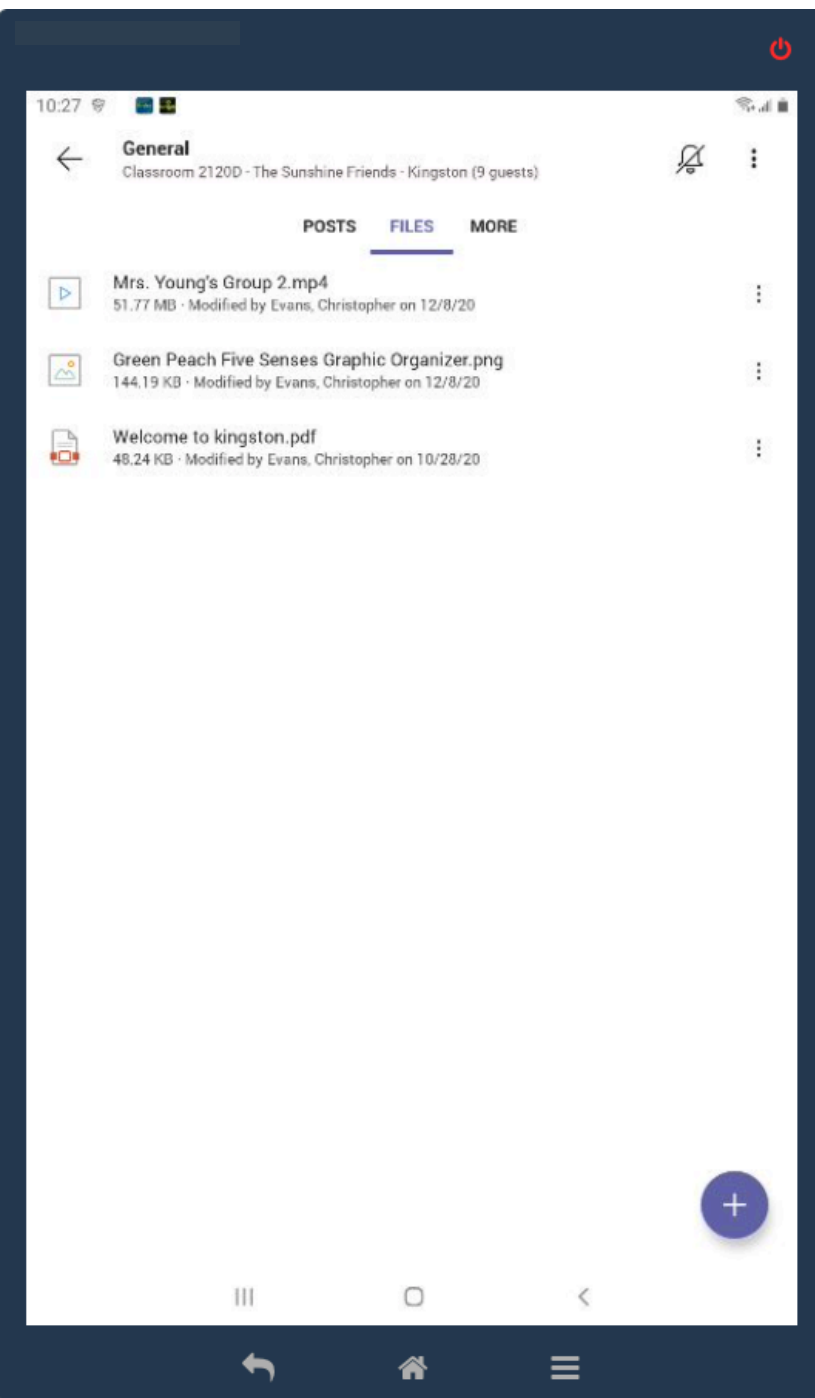
Here you will have access to your classroom.

Microsoft Teams



Select **Teams** at the bottom and you will be able to see your classroom.

Microsoft Teams



When you select your classroom and select General, you will have the option to access **Files**. Here you will be able to see the videos uploaded by the teacher to watch.

Troubleshooting

- ▶ Suppose you open the JCCEO Web Browser icon and do not see the correct web icons. In that case, you can report the issue to the *Tablet Support portal* in the **Contact Us** section below, or you can report the problem by filling out the “*Tablet Support*” form found on our website, www.jcceo.org, under the Resources tab.
- ▶ Tablet screen keeps going black after 30 seconds; see **Settings - Settings Manager**.
- ▶ Unable to hear a sound - Turn volume up on the right side of the tablet
- ▶ The teacher cannot hear you or your child when speaking; Make sure your microphone is not on mute in Teams.
- ▶ If an application or tablet is not operating correctly, restart/reboot the tablet. **How to reboot tablet** - Hold the power button on the tablet's right side until you see the **Power Off** or **Restart option** and select **Restart**.
- ▶ Choppy sound/video during class - Connect to your home WIFI or restart the device.

TABLET SWAP OUT PROCEDURE

If the general troubleshooting steps above fail to resolve the problem and your issue persists after rebooting, please submit a request to the **Tablet Support** portal. Once JCCEO IT receives your request, we will provide a replacement tablet. Your center manager will schedule a date and time for you to pick up the replacement tablet from the center. You **MUST** bring the malfunctioning **tablet**, its **case**, and its **charger** back at the time of replacement before a new tablet can be distributed to you.

Contact Us:

Website:

www.jcceo.org/tabletsupport