



INFORMATION TECHNOLOGY

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PROCEDURES FOR REPORTING HOTSPOT OR CONNECTIVITY ISSUES

August 9, 2020

When a hotspot is reported as having an issue we will need details of the issue.

- Will not power on
- Specific error on LCD Display (i.e. No SIM)
- No internet connection

Note: Hotspots will automatically connect to district issued devices. There is no password required. Make sure user powered on hotspot first, then the Chromebook or laptop to connect.

The parents or students should contact their school site for initial service request. The site Instructional Technology Assistant (ITA) or Educational Technology Technician (ETT) can do a precursory inspection and if they cannot resolve the issue, the ITA or ETT will **submit an incident** to Rialto Unified School District Information Technology (IT) for support.

Rialto USD IT will troubleshoot by changing out the charger or replacing the SIM card. If these attempts are not successful we will swap out the Hotspot. This is currently necessary as we do not have enough hotspots to do a quick replacement.

The new Dell Chromebooks have the capability to take a SIM card for T-Mobile LTE connectivity.

When a Dell Chromebook with T-Mobile LTE is reported to have an issue we will need the school site to perform a device swap with another Dell Chromebook with T-Mobile LTE. Then the site ITA or ETT will **submit an incident** for service on the Chromebook to Rialto USD IT.

Information Technology Support via incident or contacting IT Help Desk at (909) 820-6863 x2602 or x2603