SAU19

MacBooks:

Frequently Asked Questions

(for Students/Parents)

1. **How do I log in?**
   The Macbooks used with remote learning should automatically log in when turned on. If not, they can be logged in by clicking on the "Remote Learning" account and logging in with the password "learn"

2. **Can I add apps to the school remote learning MacBooks?**
   No, The MacBook comes pre-loaded with all necessary software. If you cannot find a necessary application please look in the Applications folder on the local Hard drive.

3. **Can I get an admin password to the MacBook to change settings or install software?**
   No, The MacBook are configured for students to use standard non-admin accounts.

4. **Does the computer have virus protection?**
   Yes, the computers have Symantec Endpoint Security installed.

5. **Which browsers are available on the MacBooks?**
   Remote learning MacBooks have both the Safari and Mozilla Firefox web browsers installed. As many web sites may not display correctly in Safari, we recommend the use of Fire Fox.

6. **How do I access assistive technologies on the MacBooks (such as text-to-speech or speech to text)?**
   Tutorials on using browser assistive technologies can be found here:
   https://goffstown.k12.nh.us/index.php/technology-data-security/443-browser-accessibility-tools

7. **Can I add my home printer to the MacBook?**
   Yes. You can print from the school MacBook to any USB connected printer. The Districts are not providing printers or supporting print capability.

8. **Is there a DVD/CD drive on the MacBook?**
   Yes. These MacBook's have a DVD drive and will show region 1 DVDs.

9. **Can the MacBook be used at locations other than my school?**
   Yes, it can connect to any available Wi-Fi network. Please note that all school district policies apply when using the MacBook.

10. **How long will the battery last?**

A fully charged battery should last for about 5-6 hours. **Is it important that you remember to charge the MacBook each night!**

11. **What if I need technical support?**

   Please contact your child's teacher first. If they are unable to help, they will connect you with a member of the tech support staff.