

# Parent Communication/FAQ

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## Survey, Scheduling, and Delivery

### **How do I get the survey?**

A survey was emailed to the parents/guardians of students in grades 3-8. The survey may be in your spam/junk folder, so check that first. If you still cannot find the link, use the link: [https://austinisd.co1.qualtrics.com/jfe/form/SV\\_2h763zylWaqDcxf](https://austinisd.co1.qualtrics.com/jfe/form/SV_2h763zylWaqDcxf)

AISD is also distributing paper copies at food service distribution points during the week.

### **How can I get a paper copy of the survey?**

Please go to the [food service website](#) to find a location or call 512-414-9187.

### **I filled out the survey and my needs have changed. How do we get that updated?**

Use the link: [https://austinisd.co1.qualtrics.com/jfe/form/SV\\_2h763zylWaqDcxf](https://austinisd.co1.qualtrics.com/jfe/form/SV_2h763zylWaqDcxf) to enter updated information. Parents can also contact Parent Tech Support 512-414-9187 or email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org).

### **When will my child receive a Chromebook?**

Deliveries for Chromebooks, chargers, and/or hotspots are currently being scheduled. Due to the overwhelming request for equipment, we cannot provide an exact date or time. You will receive an email the day of the delivery. We are working through all requests as quickly as possible and appreciate your patience.

### **I am not home during the day to receive the device scheduled for delivery to my child.**

#### **How can I make arrangements for receipt of the device(s)?**

Unfortunately, due to the seriousness of Covid-19 we are unable to make alternative arrangements for deliveries at this time. You can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or submit a request using the Parent Support tile in the [portal](#) so that we can contact you at another time once we are able to arrange alternative delivery types.

### **We missed our delivery. How can we get back on the list?**

Deliveries missed are entered back into the rotation for a rescheduled delivery. You can also contact Parent Tech Support 512-414-9187 so that an incident can be created to request a re-delivery attempt.

### **How are the Chromebooks delivered?**

An Austin ISD employee will deliver the device to your doorstep, ring the doorbell or knock on the door, and step back more than six feet. You are not required to leave your home. Once you have picked up the Chromebook, the employee will leave. If you do not pick up the Chromebook, the employee will take it back to the bus.

**My address is different or I have moved to a different location from where I want my laptop delivered.**

The survey will allow you to indicate a different address.

**I want a laptop for my child but don't want AISD to deliver it. I'd like to schedule a time to pick it up.**

Unfortunately, due to the seriousness of Covid-19 we are unable to make alternative arrangements for deliveries at this time. You can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or submit a request using the Parent Support tile in the [portal](#) so that we can contact you at another time once we are able to arrange alternative delivery types.

**I scheduled a time and need to change it.**

Unfortunately, due to the seriousness of Covid-19 we are unable to make alternative arrangements for deliveries at this time. You can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or submit a request using the Parent Support tile in the [portal](#) so that we can contact you at another time once we are able to arrange alternative delivery types.

**I got an email on Wednesday saying my Chromebook was on the way. It is not here yet. Did I get skipped?**

We make our delivery schedule the night before each day. Our drivers work to deliver all devices as scheduled. Unfortunately, due to traffic, weather, and other unexpected circumstances, we are sometimes delayed. You will automatically be rescheduled as soon as possible and one will be sent to you. You will receive an email when it has been rescheduled.

**My child is an Out of District transfer (or we are currently out of state) student and I'm wondering if the chromebook would still be delivered.**

We are delivering to students residing in Austin ISD first. Once we complete those, then we will begin to work outside our city limits.

## Chromebooks, Chargers, and Hotspots (Hardware)

### **I have a laptop that is no longer working. How do I get that fixed?**

At this time, we do not have a way to retrieve the device safely. Families should keep the device until information is provided at a later date. Parents can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or submit a request using the Parent Support tile in the [portal](#) so that an incident can be created.

### **My child left his/her Chromebook at school. How do we retrieve that, or does he/she get a new one?**

We cannot access the device safely, so we will schedule the delivery of a new chromebook. Parents/guardians can enter this request on this form: [https://austinisd.co1.qualtrics.com/jfe/form/SV\\_2h763zyIWaqDcxf](https://austinisd.co1.qualtrics.com/jfe/form/SV_2h763zyIWaqDcxf)

### **My child was previously issued a Chromebook and now it is lost. How can I get a new one?**

We will schedule the delivery of a new chromebook. Parents/guardians can enter this request on this form: [https://austinisd.co1.qualtrics.com/jfe/form/SV\\_2h763zyIWaqDcxf](https://austinisd.co1.qualtrics.com/jfe/form/SV_2h763zyIWaqDcxf)

### **My child needs a new laptop charger where can I get a new one?**

Parents can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or submit a request using the Parent Support tile in the [portal](#) so that our staff can assist with creating the request in our system. You will be contacted once we are able to schedule the delivery.

### **We do have WiFi at our home, but it is inconsistent (or slow, or we have too many people using it). Can my child still get a hotspot?**

At this time, we have a limited supply of hotspots and are working to deliver these devices to students who do not have any wifi connections at all. Once we provide them to students with no internet access, or obtain more hotspots, we will distribute more. To let us know that you would like one due to the slowness of the wifi currently available in your home, yParents can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or submit a request using the Parent Support tile in the [portal](#) so that an incident can be created for us to contact you once we are ready for those deliveries.

### **Where can I access the free Wi-Fi available on the AISD buses?**

Austin ISD students who live at the locations below can access free WiFi on their school computers (not on personal devices), weekdays starting April 8, from 8am-2pm.

- Remain at least six feet apart and follow social distancing guidelines.
- Students are not allowed to board the bus.
- Call 512-414-9187 for technical help.

#### **North Locations:**

8800 & 8900 N. IH 35 (Avesta & Capella Apartments)  
5701 Johnny Morris Rd. (Pecan Park Mobile Homes)  
7000 Decker Ln. (Huntington Meadows Apartments)  
1601 E. Anderson Ln. (Creekwood Apartments)  
1901 E. Anderson Ln. (Avesta Apartments)  
1044 Norwood Plaza (Paddock at Norwood Apartments)

#### **South Locations:**

10701 & 10505 S IH 35 (Onion Creek Apartments & Bridge at Asher Apartments)  
1601 E. Slaughter Ln. (River Ridge Community)  
4701 Monterey Oaks Blvd. (Monterey Oaks Apartments)  
815 W. Slaughter Ln. (Trails at the Park)  
8405 Old Bee cave Rd. (Southwest Trails Apartments)

#### **Mobile WiFi will also be available at the following schools:**

Uphaus Early Childhood Center  
Metz Elementary

***At school locations, remain in your cars, if possible, or stand at least six feet apart and follow social distancing guidelines.***

Network: Kajeet SmartBus

Password: smartbus (all lowercase)

See [bit.ly/aisdmobilewifi](http://bit.ly/aisdmobilewifi) for step-by-step login instructions.

## Account Issues and Support

### **How can parents and students request support?**

Parents can call 512-414-9187 or email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org).

Parents and students have a support tile in their [portal](#) account. The tiles are respectively called 'Parent Technology Support' and 'Student Technology Support'.

Beginning April 13, parents and students can 'chat' with a customer service representative.

Website for support: <https://www.austinisd.org/technology/help>

**My child's login using the s + student number doesn't work to login to the computer.**

Please have your child login using the child's email address.

**Where can I get my child's email address?**

You can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or or submit a request using the Parent Support tile in the [portal](#) so that our staff can assist.

**Why can't I find an application my child's teacher told me to select in the portal?**

You might be logged in under your login and not the student's (or vice-versa). Check the login information in the upper-right corner.

**Why can't I login to my child's portal account, it stays logged into my parent account?**

The parent needs to reconnect to the [portal](#) and choose 'log out'.

**My other student has a laptop (ex: one in LASA, the other in middle school/elementary; can they both share, or will each of them need their own laptop?**

Yes, this is Ok for the students to share devices.

**My child's email address is not working?**

can contact Parent Tech Support 512-414-9187, email [parenttechsupport@austinisd.org](mailto:parenttechsupport@austinisd.org), or or submit a request using the Parent Support tile in the [portal](#). We will update the indicator to allow your child access to instructional applications.