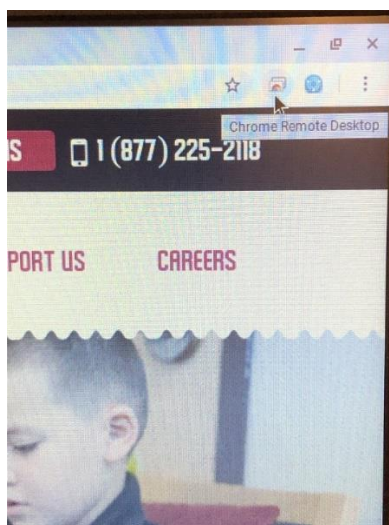


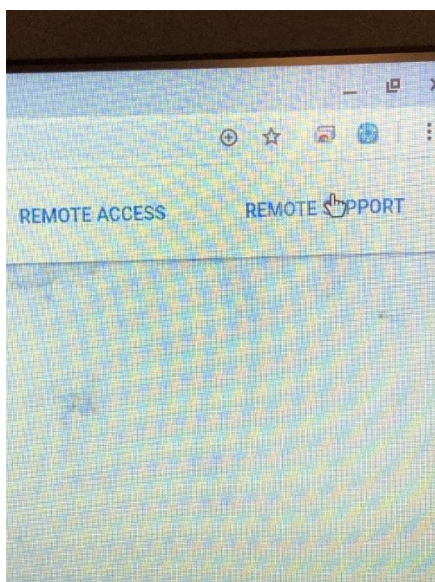


IT Support

1. If you are having trouble once you have connected to the internet, you can email studenttechsupport@skylineschools.com and we will schedule a remote session time with you.
2. Once a time has been scheduled for a support session, we will require remote access to your Chromebook. In order to give us access, we will ask you for a session code. In order to find your session code, you will need to access the remote session extension to the right of your URL bar in google chrome. It is called Chrome Remote Desktop.



3. Click on Chrome Remote Desktop, and it will open a new tab for you automatically. In this tab, in the upper right hand, select Remote Access.





4. Select Get Support and generate code. This code will only be valid for 5 minutes, so you will need to create it at the scheduled support time. Email us this code, and we will be able to remote into your Chromebook for support.

