

FAQ - School Start Support

Your child is not able to Chat in Meetings:

- Check the latest version of TEAMS is being used
 - Have student tap their profile picture, then select **Check for Updates**.
 - Students need updated versions on Teams. Click on profile picture and select **Check for Updates**. Teams will update in the background. After a few minutes, sign out, restart computer and sign back in.
 - Make sure students are on LWSO issued device, and logged into desktop app not Microsoft 365
 - Students must be signed in with district credentials
- **Students on personal devices may have personal credentials cached that could prevent Teams from recognizing their credentials and permissions associated with it.**

Trouble joining class

Verify TEAMS is loaded (app on Laptop is preferred):

Search for web address on Chrome "teams.microsoft.com"

Tap on student's name and download app

Your child will be absent from school (including remote schooling)

- There are 3 ways to report the absence for individual periods or full days:
 - Email: finnhillsattend@lwsd.org
 - Phone: 425-936-2341
 - Or online, via skyward - here is how: <https://www.lwsd.org/help/skyward-family-access/submit-absence-in-skyward>

Laptop Insurance (optional)

The website to the Netbook Insurance Portal, through Worth Ave. Group (not associated with LWSO) is: <https://www.worthavegroup.com/portal/lakewashington> Covers various losses and accidents (listed on link). * Plan does not cover loss of stylus pen.

Student forgot log-in credential:

School issued laptop? Email pestrong@lwsd.org for help resetting

Personal laptop? Go to portal .office.com

Log in with student email (s-_____)

Password – "21Stu#" *7-digit other ID* (for example 21Stu#1234567)

- District will not support computer issues on personal laptops

Schedule Change:

Only if: missing core-4 (Math, History, Language Arts, and Science), A class Period, or has duplicate classes.

Have student email their counselor:

A-K Ms. Camila Larson

clarson@lwsd.org

L-Q Ms. Gail "Lee" Vecchiet

gvecchiet@lwsd.org

R-Z Ms. Kirsten Doughty

kdoughty@lwsd.org

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I can't find my Schedule:

Log on to Student Family Access

I can't Log on to Student Family Access:

Visit LWSD.ORG and follow "Students and Families > For Students and families > Skyward Student Access/Family Access

or follow link: <https://www2.saas.wa-k12.net/scripts/cgiip.exe/WService=wlkwashs71/fwemnu01.w>

If you're a first-time user or have forgotten your password, click on "forgot your Login/Password?) to receive your username and password reset link.

When Prompted, enter the parent's email address that you provided on the student's registration form. You will be sent an email containing your login and a link that can be used to reset your password or sign-in for the first time.

- Families new to LWSD, it may take up to 24 hours after creating your Skyward Family Access account before being able to log in.

Problems with your Laptop:

Email: ftaccess@lwsd.org

Call: 425-936-1322

INCLUDE: School, your first and last name, laptop barcode number, a description of the problem and a parent phone number