



Good evening parents, guardians, and students,



We are very excited that the district has been able to provide each of our KCS students a Chromebook for the school year. It is our hope that students will find this to be a very useful tool for learning. We do have a couple of announcements that need your attention.

**In order to get the best performance from your Chromebook, please do the following:**

● **CHECK FOR UPDATES**


1. Click your account photo
2. Click Settings 
3. Click Menu  > **About Chrome OS.**
4. Under "Google Chrome OS", click **Check for Updates**
5. If your Chromebook finds a software update, it will start to download automatically.

● **FINISH AN UPDATE**

1. When your Chromebook downloads a software update, near your account photo, look for the Update icon .
2. To finish the update, click Update  > **Restart to Update.**
3. Your Chromebook will restart.

**If you are a customer of TDS (Farragut, Halls, Cedar Bluff areas):**

***This internet provider has certain features blocked. Please take the following steps to avoid problems with software applications:***

1. Login as the student on the Chromebook
2. Click the **time** at the bottom right of the screen.
3. Click Settings 
4. Click Network on the left
5. Click Wi-fi
6. Click the triangle that points to the right for your Wi-fi
7. Open the Network tab (half way down the page)
8. Change Name Servers from "**Automatic name servers**" to "**Google name servers**"

9. NOTE: If you have two Wi-fi networks (for example, 2g and 5g) in your home, you may need to go through these steps for both.

And a reminder that if you are in the Virtual Learning program and still need technical assistance, please enter a support ticket at:

- <https://knoxschools.happyfox.com/new/>
- Category : **IT Help Desk**
- Help Topic: **Virtual Learning**

*Thank you for your assistance,*

**The KCS IT Team**