

## Remote/Hybrid Learning FAQs

### Q. How can I get a device for my child if they don't currently have one?

We are doing our best to provide a device to every family who needs one. If you still do not have a device at home, contact your child's school.

### Q. I have a device, how can my child login?

You need your child's student Google ID and password. You can contact your child's school for their google ID and password. For password help, please call **781.333.2096** for assistance Monday-Friday until 8 p.m.

### Q. What should I do if I do not have access to internet at home?

If your family does not have internet access, contact your child's principal or assistant principal to refer you to the free internet referral process through Comcast.

### Q. How can my child login to Google Classroom?

Students can join class in Google Classroom. To login, your child needs their individual secure login information (Student ID and password). In addition, they also need an invitation with a link and code from their teachers to access classes and related assignments.

### Q. As a parent, how can I receive summaries of my student's work on Google Classroom?

First you, need a google account. Then, to get email summaries of your student's work, ask your child's teacher to send you an invitation to their Google Classroom. You must accept the email invitation from a teacher. Please know that you only have 120 days to accept an invitation before it expires. You can unsubscribe from summaries or remove yourself as a guardian at any time.

1. The teacher or administrator emails you an invitation to join your student's class.
2. In your email program, open your email invitation.
3. Click Accept.
4. Click Accept to confirm.

### Q. Will there be tech support for my child's device and Google classroom?

For technology help, go to: <https://studenthelpdesk.reverek12.org> or call RPS Student Help Desk at **781.333.2096**.

### Q. Will there be support for parents/guardians whose English is not the first language?

Our schools are fully equipped with bilingual personnel who can meet the needs of our linguistically and culturally diverse families. We have recently hired bilingual family liaisons to break down language and cultural barriers between families and schools.

### Q. What if my child is going to be absent from their scheduled remote learning classes?

Call your child's school to report your child absent.

### Q. Where and when can I have my child pick up breakfast and lunch?

Food is served 2 days each week:

Tuesdays (3 days of breakfast& lunch) & Fridays (4 days of breakfast & Lunch)

Food is served at ALL Elementary Schools (Middle School and High School students should pick up meals at the closest elementary school)

Menu is available online <https://twitter.com/RPSDining>

For more information on school attendance, learning, safety, transportation, etc. visit our school district's website at <http://reverek12.org> and click on Fall Reopening Plan.