



## Getting Technologically Ready for School

- In preparation for the first day of school, all students should log into their devices prior to the Week of Welcome. Logging in early will ensure that both the student's password and device are in good working order.
- During this time, you may encounter difficulties with your mobile device. The following guidelines will allow us to assist students to resolve issues with their mobile devices.

### PASSWORD-RELATED ISSUES

- If the student is using a personal device:
  - Have them access [www.dadeschools.net](http://www.dadeschools.net) and log into the student portal using their student ID and password.
  - If they are able log in successfully, they are ready for the first day of school.
  - If the student has forgotten his/her password, school site staff will verify the student's identity and arrange for a password reset.
  - If you are having issues with passwords, please email [lcuervo@dadeschools.net](mailto:lcuervo@dadeschools.net).
  - Once the password has been reset, the student MUST perform the initial login from a school site.
- Students who were issued a district device:
  - Have them power up the mobile device. Please note that if the device has not been used in a while, it may need to be charged.
  - Have the student attempt to log in to the device using their student ID and password. If successful, direct them to proceed to access [www.dadeschools.net](http://www.dadeschools.net) and log in to the student portal using their student ID and password.
  - If they are able to log in successfully, they are ready for the first day of school.
  - If they have forgotten their password and are unable to log in to the district-issued device, or the device is otherwise not functioning properly, the school will verify the student's identity and arrange device assistance or a password reset.
  - If you are having issues with passwords or district issued device, please email [lcuervo@dadeschools.net](mailto:lcuervo@dadeschools.net).
  - Once the password has been reset, the student MUST perform the initial login from a school site.

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### WINDOWS LICENSE ISSUES

Students using district-issued mobile devices may encounter a Windows License message during the login process. The message reads as follows: *YOUR WINDOWS LICENSE WILL EXPIRE SOON.*

- To clear the message and proceed with logging in, simply click on the CLOSE button. The system will make the necessary updates to the device to activate the Windows license within 24 hours.
- If the issue persists after 24 hours, school site staff can coordinate a time for the student and school-based technician to troubleshoot it by emailing [lcuervo@dadeschools.net](mailto:lcuervo@dadeschools.net).