Technology Frequently Asked Questions

****Please visit the EG Parent Academy for helpful video tutorials.
Tech Help Desk phone number is: 856-423-7111
Tech Help Desk email address is: techhelp@eastgreenwich.k12.nj.us

1. What do you do when your student can't log in? How would I know my student's login information?

Login using the Clever QR code or through Google using your school email address and password. firstnamelastname@eastgreenwich.k12.nj.us
For example: janedoe@eastgreenwich.k12.nj.us
Password is "egsd" followed by student ID (same as lunch code)
Ex. egsd5987
Student ID (lunch codes) can be found in the RealTime Parent Portal in the top right corner. It is the last 4 digits of student ID. If you do not have access to the RealTime Parent Portal, please call the main office of your child's school. Please click here for a tutorial of Google Classroom.

2. How do I navigate the parent portal? What can I find in the parent portal?

To obtain a username and password, contact the main office of your child's school. You can access the RealTime Parent Portal from the main page of the East Greenwich Township School website. On the Parent Portal you will find all relevant information pertaining to your child's grades, attendance, teacher, contact information, progress reports, etc.

3. How does a student submit an assignment?

Students need to go to "Classwork" in Google Classroom. If the teacher has assigned a Slide or Doc assignment, click "view assignment", click the attachment, complete the attached activity. Go back to Classroom and click the "submit" button on the right.
Please click here for a tutorial of Google Classroom.

4. How do I identify which assignments my student needs to complete?

You can check in grades in Google Classroom and in the Realtime Parent Portal under grades.

5. How does my student log in when he or she does not have a school-issued chromebook?

If you are not using a school issued Chromebook you should download the Google Chrome browser for best results. (Click HERE) Next, go to Chrome and the Google homepage. Click "Sign in" on the top right and follow the instructions above to sign in. You MUST use the entire email address- including the @eastgreenwich.k12.nj
Please click here for a tutorial of Google Classroom.

6. What does my student do if the Meet link isn't visible on the banner or he or she is unable to join a Meet?

Please email your child's teacher as soon as possible.

7. What should my student do if his or her connection is poor or if he or she gets kicked off of the Meet?

Make sure you have any web pages or tabs closed if not needed for the Meet. Any open applications, websites, tabs, streaming music/movies, and even video games (Xbox, PS, etc.) played online at the same time can cause internet lag issues. Make sure you are on your own Wifi. If problems persist you may need to call your internet provider. Please see these instructions as well.

8. How do I manage keeping track of my student's schedules and Google Classroom?

On your child's Google Classroom homepage you can see each class he/she is enrolled in. By clicking each Classroom you can enter and then click "Classwork" at the top. You can see which assignments were submitted by clicking "Grades", also at the top of the Classroom. You will also see a To Do, Review, and Calendar at the top of each Classroom page. Assignments are listed under Topics by the week and day. Please click here for a tutorial of Google Classroom.

9. How do I add a class code for my student to join a new special areas class?

Go to Google Classroom and click the + sign in the top, right corner. You will then be asked for a class code that should be given to you by your child's teacher. Please click here for a tutorial of Google Classroom.

10. Work is shown to be submitted, but it is submitted blank. What do I do?

If you click on an assignment and "view assignment" you can then click any attachment (work) assigned by your child's teacher to make sure it has actually been completed. You can choose to unsubmit, have your child finish the assignment, and resubmit.
Please click here for a tutorial of Google Classroom.

11. How do I navigate the district website?

District Website- www.eastgreenwich.k12.nj.us
The main page is the district wide page. You can find a link to the Parent Academy site here on the main page. The phone number and email address for the Tech Help Desk for Parents is also on the main website page as well as each school page. You can also access the school calendar, Parent Portal, and Lunch Menu. (see screenshots below) To get to the JC or SM school page, click "Select a School" from the top left or click the picture of the school you'd like to visit under "Our Schools" on the left of the District Page. Here are the direct links to each school:
Jeffrey Clark School
Samuel Mickle School

To get back to the main district page click "District Home" top left of page. Use the Menu under the hornet for specific topics such as Board of Education, About, Schools, Departments, etc. (see next page)

Both JC and SM have a similar menu where you can find Staff Directory, Parent Resources, Newsletters, etc.

JCS

SMS