

Technology at Flex

This chapter outlines the technology access and support we have in place for Flex Academy Students.

- [Accessing Tech Support](#)
- [Brightspace Q&A](#)
- [Brightspace Troubleshooting](#)
- [Email, Chromebook, and Wi-Fi Troubleshooting](#)
- [Flex Academy Computer Leases](#)
- [Technology and Programs](#)
- [Wifi and Computer Use Agreement](#)
- [Computer & Wi-Fi Agreement](#)

Accessing Tech Support

If you're experiencing technical difficulties (logging in to Bright Space, Encom or student google workspace account), please get in touch with your student's teacher or reach out to our Tech Support department using this email address: tickets@onlineschool.ca. Our Tech department aims to respond to your requests within 24 hours.

Brightspace Q&A

At Flex Academy, students will experience a variety of innovative educational programs, some of which will be delivered through an Online Learning Management System (LMS). Brightspace is the platform the Ministry of Education and Childcare mandates us to use for our online and hybrid courses.

[See this page](#) for helpful information about Bright Space.

September 2023 Brightspace Q&A and Information Session

Brightspace Troubleshooting

Logging into Brightspace

- It is best to do this while logged into a Flex Academy or HCOS Google account, either in a browser (laptop, MacBook) or from a dedicated school user profile (Chromebook)
- Students will receive an email from Encom requesting a password reset.
- If a student hasn't received a reset email, contact a school administrator.
- In the reset email, students click the password reset link, and it will bring them to a place where they can choose a new Encom password.
- Then, take note of the user name (usually it's in the format of FirstnameLastname)
- There will be a link after the password reset that they can click to get to Brightspace where they can log in with their Encom username and newly created password

The Brightspace login website is <https://hcos.onlinelearningbc.com/d2l/login>

- Students should bookmark the BS login page and save their login information so that they don't need to remember it all.
- If a student gets an error on logging into Brightspace (e.g., invalid username or password error), they can shut their browser, re-open it and try logging in again carefully with their login info. Even one mistyped letter will result in a failed login.

Brightspace Errors

If a student discovers that they are missing a Flex Blended course or an HCOS online course, please let your teacher know as soon as possible so that we can you into the course or fix any issues.

If a student discovers that something is broken in one of their Brightspace courses, email your teacher with the link to the page that is broken. If you are in class, clearly explain what is happening or show your teacher. It sometimes takes a little while to fix problems like that, so see if you can move on and circle back.

Teachers might need to remove conditions they've set up that don't allow students to skip the (broken) lesson. Make sure to ask your teacher about this for any broken lessons.

One of the more common errors is not using a supported browser. Please only use Firefox or Chrome to access Brightspace. Other Browsers are not guaranteed to work.

Troubleshooting Lesson Errors in Brightspace (StudyForge Content)

1. Only use Brightspace with the most current version of Google Chrome or Firefox
2. Do a **HARD refresh** on the page (Hold down Ctrl and click the Reload button)
3. Log out, close your browser and log in again
4. Clear your browser's cache

How to Clear your Browser's Cache

- **Chrome instructions**
- **Firefox Instructions**

A great way to see if it is a caching issue is to open an "incognito window" or "private browsing window" which will always start from scratch with cache and browser sessions, and try logging in from there. If the problem persists, move on to the next step.

5. If none of that works, email your instructor a picture or screenshot that shows
 - the lesson or question ID
 - If there is an error message, show that as well
 - The link to the page

When reporting a Brightspace error, please share the student's first and last name, and any other information that can't be found in the picture.

Sending Files to your Teachers

Some Brightspace assignments ask you to submit PDFs. There are a few ways you can do this.

1. If you are working in Google Docs, here are instructions for **saving your doc as a PDF** (this also works for sheets and presentations).
2. If you are sending in work that you have completed on paper, you can use a scanning app such as Adobe Scan app for iPhone & Android.
3. If you use an Android phone or tablet, the Google Drive app will let you scan documents to PDF and upload them to your Google Drive. **Here are the instructions.**
4. If you are using an iPhone or iPad, you can **scan to PDF using the notes app.**
5. If you are using a Chromebook, you can use Google Drive and the **Chromebook's camera app to scan documents.**

If students still run into trouble after working through the steps on this page, please submit a detailed ticket to **tickets@onlineschool.ca**

Email, Chromebook, and Wi-Fi Troubleshooting

Student Email

Students will receive an @ student.flex.academy Google Workspace account, which includes Gmail, Google Drive and a host of other tools for getting work done.

- If they do not know whether they have one, please contact a teacher or send an email to tickets@onlineschool.ca
- When a new student email account is made or their password is reset, the default new password is standard.
- If you do not know the password, ask a teacher, learning coach, EA or at the office.
- Students will then be asked to create their own unique password on their first login.
- Students should not share passwords with others.

Chromebook log-in in Steps

Wi-Fi access is automatically enabled on all school Chromebooks.

- At the login screen, choose “new user”
- Then the student should put their flex email address and password in.
- If this does not work or gives an error and you are at school, let a teacher or learning coach know. You may also contact administration or send an email with details of what isn't working and what steps you have already taken to address the issue to tickets@onlineschool.ca .

If you have a school Chromebook, please provide the IT Asset tag, which can be found on the bottom of the Chromebook.

Wifi Login Steps (For Personal Devices)

[See this document](#) for complete instructions on getting students into the school's WIFI system.

Important: when looking at the Wi-Fi settings on a Chromebook for the KCCS network, It needs to be set to PEAP for protocol and "Don't validate certificate".

Personal Chromebooks

If a student is using a personal Chromebook, the best way to make sure they can get onto Wi-Fi and all of their sites like Encom and Brightspace easily is to have them create a brand new Chromebook user profile using their Flex Academy email address.

If a student's personal Chromebook is parent-locked, Families will need to either unlock the Chromebook for us or they will need to do the setup of the new profile with the student at home.

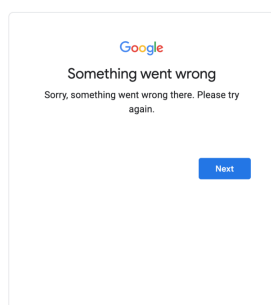
Students must use a school google chrome profile or be signed out of their personal accounts (even if on a personal laptop) while at school, or they will not be able to log into the school's wifi.

School Devices and Personal Laptops

On School laptops, personal laptops and school Chromebooks: If a student is struggling to login to wifi, make sure they can login to their Flex Academy email account on a device that has an internet connection. Go to gmail.com and have the student login with their @student.flex.academy account.

Quick Tip: Use the Chrome browser's guest profile or a Private Window to let them login using a laptop as a test

If you see this error message at any point, clear the browser cache and try again: Here are instructions for [Google chrome](#)



Flex Academy Computer Leases

Leasing a Computer through Flex Academy

Flex Academy provides leased computers and iPads to students as a service, not an entitlement.

Leasing a Laptop or Macbook through Flex Academy can provide your student with a high-quality computer with good warranty protection and easy payment options.

Flex Academy Computer Lease Payment Schedule:

Year	Payment	PC Laptop	Macbook
1	50%	\$750	\$1250
2	30%	\$450	\$750
3	20%	\$300	\$500
* There is an optional buyout in the 3 rd year if the family wants to keep the computer.		based on total cost of \$1500	Based on total cost of \$2500

Please note. The computer lease is facilitated by Heritage Christian Online School (HCOS). HCOS has an agreement with Staples to provide both Delivery and Warranty for HCOS Computer Equipment at reasonable prices, including an extended warranty. Families who find online bargains are welcome to purchase units at "bargain prices" (but remember that you get what you pay for).

Flex Academy does not lease open box, used or sale items.

Here is the process:

STEP 1: The family fills out and signs [the Computer Lease form](#) and emails it to matthew.knegt@flex.academy or bring it to Flex's Main office.

- In the list of equipment to be leased section, write any specifications for the machine you would like.
 - PC Laptops: we can order 15" or 17" screens. Generally, larger screens cost more and more storage and processing power will cost more. We order the newest

generation of Intel i5 or better.

- Macbooks: We can order Macbook Air or Macbook Pro.
- **Important:** We are **not** leasing Chromebooks, iPads or Tablets at this time.
- Put your address in the "mailing address" section (this is for verification purposes. The Computer will be delivered to Flex Academy)

STEP 2: If not already done as part of your student's onboarding at the beginning of the school year, complete the [Student Computer & Wi-Fi Agreement Form](#). Make sure to select "A WiFi Key for my personal device".

And that's it!

Once the lease is approved, you will be notified when your machine is ready for pick-up, and your first payment can be made at the Flex Academy Main Office.

Technology and Programs

As a division of Heritage Christian Online school, Flex Academy is pleased to provide students with a wide array of Technology, including laptops and chrome books at school, as well as software platforms to support learning,

[Please see this page](#) for more information.

Wifi and Computer Use Agreement

Parents/Guardians of students accessing the school's Wifi network, using media technology at school, or borrowing or leasing a computer from the school must review and sign the Flex Academy Wifi and Computer use agreement form. Parents/Guardians are asked to review the policies with their children before signing.

<https://forms.kccnet.ca/view.php?id=761937>

A paper copy of the form is available from the Flex Academy office on request

Computer & Wi-Fi Agreement

Students and guardian(s) acknowledge the following regarding borrowed laptop or Chromebook computers, the use of the Flex Academy's Wi-Fi network and responsibility for using computer technology while at school.

Wi-Fi

Access to online resources is provided to students via a wireless network maintained by the onsite IT department and is intended for educational use only. Access to the network is a privilege, not a right. Misuse **may result in restriction or permanent loss** of this privilege. As such:

- Students agree to use the network for educational purposes only unless given approval by a teacher or member of the leadership team.
- Students are accountable for the sites they visit. While at school, this also includes personal devices not connected to the school's WiFi network.
- All network access is logged and may be reviewed in case of an incident involving a student device.
- Access is provided exclusively for use on a laptop or Chromebook. Any mobile devices must first be approved by the Director of Flex Academy.

Laptop and Chromebook Computer Loans

Students in Grades 6-12 require a computer for their studies. If a student cannot bring a device from home, they may lease or borrow a device from Flex Academy. Students and guardians acknowledge that:

- Computers loaned to students remain the property of Flex Academy.
- Computers leased to families remain the property of Flex Academy unless the family decides to buy out the lease.
- Students who borrow or lease a school computer must protect it using a sleeve or case and take every precaution to not damage or destroy the machine or its shell.
- Students may not personalize the physical shell of a device provided by Flex Academy.
 - This includes adding stickers or drawings on the device.
- All borrowed Laptops or Chromebooks must be returned (or replaced) By the end of the school year.
- Failure to return the Laptop or Chromebook will result in a replacement cost being added to the student's family account.
- Students & guardian(s) agree to cover the entire cost involved in repairing or replacing any lost, stolen, misused or abused computer provided by Flex Academy. Device damage is evaluated on a case by case basis. Below are guidelines that will be used to determine any damage or replacement costs. If damage and/or replacement costs are required, the costs will be added to the family's My School Bucks account based on the following cost tables:

Chromebook Replacement Cost Table

**all values subject to change*

Year	Book Value	Annual Depreciation	% Depreciated	Notes
Purchase	\$500	Nil	0%	New device
Year 1	\$467.50	\$82.50	15%	Light wear
Year 2	\$385	\$82.50	15%	Battery Performance Declines
Year 3	\$192.50	\$192.50	35%	Repairs More Common
Year 4	\$0.00	\$192.50	35%	End of Use

Common Issues & Fix Costs Table

**all values subject to change*

Category	Issue	Common Symptoms	Typical Fix	Estimated Cost (CAD)
Battery	Battery degradation	Won't hold charge, shuts down unexpectedly	Battery replacement	\$75-125
Display	Cracked/damaged screen	Cracks, black spots, flickering	Screen replacement	\$100-150
Keyboard	Broken or missing keys	Keys not registering, stuck keys	Keyboard replacement	\$50-75
Touchpad	Touchpad failure	Cursor jumps or doesn't respond	Touchpad replacement	\$50-100
Charging	Charger failure	Device not charging	Charger replacement	\$75

- Students are responsible for the device they are provided and, as such:
 - Must not loan it out to another student,
 - Must store it in a locker if not taking it home after school.
- Installing unapproved software on a school computer or attempting to circumvent the computer's security is prohibited and may result in **permanent restriction or loss of the ability** to borrow a school computer.

- All Innovations students will be given a Google Workspace for Education account for school communication and access to Google services used to enhance their educational journey.
- Students acknowledge that their information (name, school, academic work, and personal use at the student's discretion) will be stored in the cloud via Google Drive outside of Canada.