Cartersville High School

Virtual Academy

Parent & Student Information Sheet

WELCOME to Cartersville Virtual Academy (CVA)!

On this sheet, you will find information to help you and your student navigate through this school year. We will provide information that will help support you and your student get setup, organized, and establish a routine to have a successful school year.

🖥️ Student Login Information:

Computer Login: Username: lunch number
Password (DOB): MMDDYEAR

Schoology Login: Username: lunch number
Password: MMDDYEAR

Edgenuity Login:
Username: lunchnumber@cartersvilleschools.org
Password: MMDDYEAR

*Note if your birth month is January – September you will drop the first zero. Ex. 01/05/2003 – YOUR password for edgenuity will be 1052003

Office 365 Login:
Username: lunchnumber@cartersvilleschools.org
Password: MMDDYEAR

Incident IQ Login: Username: lunchnumber@cartersvilleschools.org
Password: MMDDYEAR

💬 Communication:

School Announcements: Cartersville Schools APP, Blackboard Messaging, & School Website

Class Concerns: Please, email your student's teachers. Students can also message teachers through Edgeunity website.

Need a Counselor?:
Mrs. Alexis Pritchard (A-F) - apritchard@cartersvilleschools.org   Phone: 770-387-5564
Mrs. Stephanie Pate (G-M) - spate@cartersvilleschools.org   Phone: (770) 387-5562
Dr. Chaja Pinkard (N-Z) - cpinkard@cartersville.k12.ga.us   Phone: 770-387-5563

🖥️ Technology:

Student Device Filtering

Cartersville Technology Department uses *GoGuardian* for student filtering. All Cartersville School System devices will be filtered and *GoGuardian* provides our district with CIPA Compliance plus the peace of mind to protect our students even when they are not on campus.

- If you suspect that a device is not being filtered correctly, find a website that you feel needs to be added to our filter block list or that a student email/account has been compromised be sure to send in a repair ticket and we will address the issue immediately.

Technology Troubleshooting

Troubleshooting Tips can be found on school's website.

Repair Request

If you have tried troubleshooting tips and these do not fix the problem, please fill out a repair ticket online.

To place a repair ticket, go to the following website: **https://cartersville.incidentiq.com**
- Students will log in using : Username: lunchnumber@cartersvilleschools.org Password: MMDDYEAR

- Students will be able to put a ticket on any device that is checked out to them.
- Information to include in ticket:
> - explain what is wrong with device the best you can and if you have tried troubleshooting please include any steps you attempted.
> - contact person's name and phone number
> - technology department will contact you to help after ticket has been entered. Please put in contact information of person at the computer.
- Once ticket has been entered, a person from technology department will contact person based on the information entered on ticket.

TeamViewer Cartersville Technology Department uses TeamViewer for remote support to student computers at home with an internet connection.

- If the computer needs physical repair:
  - parent/student will be responsible for dropping device at the Technology Center, 310 Old Mill Road, Cartersville, GA 30120

> If Device is damaged/lost or Charger is damaged/lost: Enter a repair ticket.
> - Please note that device will not be fixed, or charger replaced until repair cost has been made. Students will also not receive a device in the future until cost has been paid.

DEVICE REPAIR/LOST COSTS

· Keyboard - $60
· Cosmetic Damage/ Palm Rest - $80
· Chassis/ Case Damage - $60
· Screen/ LCD - $160
· Main Board/ Inside Water Damage - $225

- Device Replacement - $500
- Charger - $60

Checks/ Payment should be collected at the school. Students that do not pay for damage or lost equipment will not be issued equipment in the future.