



BURBANK TECHNOLOGY INFORMATION

If your child needs a Chromebook or Laptop for online learning, sign up for a tech appointment using the online form. Times are limited and filling up fast.



bit.ly/20techappt

Technology FAQ's

I got a Chromebook/laptop from Burbank in the spring. Do I need to trade it in or have it updated?

If the device is still working properly, you do not have to do anything. You can use the same device for this school year.

The device I got in the spring isn't working very well, can I trade it?

Yes, you can [schedule an appointment](#) to swap the device.

I have a device that I got from another campus. Do I need to return it and then get one from Burbank?

In most cases you can keep the device you have, but you need to [register it on the Burbank homepage](#) so the item can be transferred to Burbank's inventory. Exceptions are for schools that have devices from the Verizon grant such as Harris. Students with iPads issued from Harris must return those devices.

Do I turn in my iPad to Burbank or Harris?

If you requested technology from Burbank, you can turn in your iPad when you pick up the new device. If not, you can return it to Harris. If you already returned it to Harris, be sure to have your receipt as proof in order to receive a device from Burbank.

My family doesn't have Internet. How can I do my work online?

A limited number of Sprint cellphones or hotspots are available as needed. Make your request when you [schedule a tech appointment](#).

I have a cellphone/hotspot from Sprint and all of sudden it is slow and I can't watch videos, what's up with that?

The cellphones and hotspots provided from Sprint through the 1 Million Project come with 10 GB of data a month. If you use the device beyond school hours along with heavy streaming such as watching videos, you can go through that data quickly. After the 10 GB are used, you can still use it to get online, but the speed will slow down which means that Zoom sessions and videos may not work well. More information about hotspots is on the [Burbank Library Page](#).

I'm a new student to SAISD and I don't know my email or password. How can I login to my device?

You can call the SAISD help desk at 210-244-2929 and they should be able to provide this information. Additionally, you can contact any of your teachers and they should also be able to give you your email address. Your password should be your first initial as a capital letter, you last initial lower case and then your student ID number. (example Jd123456)

I was issued a Chromebook, but my teacher said I had to have a laptop for her class. Is that right? How do I get the right device?

If you are in one of Mrs. Pressnell's business classes, laptops are required because they have the full version of Microsoft Office products that are necessary for you class. You can [schedule an appointment](#) to swap your Chromebook for a laptop.

How come you only have appointments every other day?

Burbank staff are scheduled on alternating days during the month of August due to Covid-19 restrictions.

I didn't know you were handing out technology last week. How can I get updated information?

1. Check the [Burbank homepage](#). It is updated regularly. 2. Make sure that you have valid email addresses and phone numbers provided to the registrar so you get messages sent from the school.

I'm using a personal device at home, but I will come in person when allowed. Will my computer work at school?

No, personal computers cannot connect to Burbank's domain and using personal hotspots creates problems with Burbank's wi-fi. If you plan to attend school in person, you will need to get a device from Burbank as you will be required to bring it to class daily.

If you have other questions, feel free to contact Burbank librarian, Jennifer De Waelsche, at jdewaelsche1@saisd.net or call the school at 210-228-1210 ext. 32023.