

FREQUENTLY ASKED QUESTIONS:

Universal Remote Learning

Q: What is Universal Remote Learning?

A: Universal Remote Learning is a strategy for learning continuity to be deployed for extended time away from school. This plan assumes that power and internet connectivity is not disrupted. This extended remote engagement would apply to all schools with support from district staff.

Q: How do I log into my child's school accounts?

A: Most Fulton County Schools Digital Resources can be accessed by logging into ClassLink. You can access ClassLink by visiting <https://launchpad.classlink.com/fcs>

* Please note your school may have purchased additional resources specific to your school. You will need to contact your school regarding these resources.

Q: What is ClassLink (Launchpad)?

A: Launchpad is a single sign-on platform that will allow you to use your FCS username and password to access everything you need. Classlink (Launchpad) delivers instant access to your web resources from all your devices. Elementary student's passwords are date of birthday in this format: MMDDYYYY. This does not apply to students who received a device recently. Their Classlink password is the password they received with the device.

Q: How can I request and get a laptop or hotspot?

A: Laptops will be distributed through the student's home school in August. Visit your school's website or call for details. Hotspots can be requested through Hotline (470-254-2300) and distributed through the Hub.

Q: Where are the Hubs located and how do I get an appointment?

A: The hubs are regionally located (Banneker, Vickery Mill, Taylor Road, and Ridgeview). Appointments can be made through the Hotline (470-254-2300). You can also request hotspots distribution, swaps devices, or power cords.

Q: What do I do if I need technical assistance with Universal Remote Learning?

A: Should you require technical assistance with Universal Remote Learning, you can call the Universal Remote Learning Hotline.

Q: What do I do if I don't have power or access to the internet at home?

A: Students will be given at least two weeks to complete assignments upon returning to school. You may also qualify for internet access through the Comcast Internet Essentials program. Visit www.internetessentials.com for more information. ([Internet Essentials Flyer](#))

Q: How do I know what assignments my child should complete?

A: Schools will communicate assignments to parents and students through the school's regular communication channels.

1. Check your email for communication from the school or teacher.
2. Check the school's website.
3. Email your child's teacher and/or the school principal.

Q: When are the assignments from Universal Remote Learning due?

A: Students will be given a minimum of two weeks to submit assignments upon returning to school.

Q: Who do I contact if I have questions?

A: General questions about your school's Digital Learning lessons and assignments should be directed to the teacher and/or school.

1. Check your email for communication from the school or teacher.
2. Check the school's website.
3. Email your child's teacher and/or the school principal.

Q: Where can I find troubleshooting resources?

A: Troubleshooting resources and information about how to access digital resources can be found on this page.

Q: What if I don't know my child's student ID number?

A: Should you require assistance with login information, you can call the Remote Learning Hotline.

Q: How can I reset my child's password?

A: Should you require assistance with passwords, you can call the Remote Learning Hotline.

Please refer to this list for answers to frequently asked questions concerning academic support for Universal Remote Learning. If you have other questions that are not related to academic concerns, please reference the Fulton County Schools website at www.fultonschools.org.