

Meridianian Issued Accounts and Technical Support **(Does not apply to Pre-K)**

Every student at Meridianian has a school-issued Google account. This account will be used for various reasons including email, collaboration tools, and as a login to educational sites. This email and password combination is also the one you will use when first logging into your school-issued device (Chromebook or tablet). Please ensure your child(ren) can access their Google account by following the instructions below.

- 1) Please use www.gmail.com to login to your Meridianian issued email. **(Please login to Gmail first and change the password before logging into any site that your child's(ren's) teacher provides the link to.)**
- 2) For those who do not have their login information (**K, and new students**) it is the student's firstname.lastname@meridianianstudent.org. For instance, betty.nazarian@meridianianstudent.org. The preset password is: **Changeme123#**
- 3) Please change the password after your first login and save it somewhere in order to avoid issues logging in at a later time.
- 4) **1-8th students:** Your login information is the same that you used during distance learning last year.
- 5) If you have forgotten your username and password, please email support@merdinianschool.org.
- 6) **When logging into any link a teacher provides, please use the option to “sign in with Google”. If you do not see this option, please simply use the Meridianian issued login information.**

Technical Support Procedures

- 1) In the event that a student has difficulty logging in or needs technical support, please contact support@merdinianschool.org. Please note that support inquiries could take up to 24 hours to receive attention.
- 2) When requesting support and in order to help expedite the inquiry, please make sure to include the following information (you can copy and paste this chart into your email):

| | |
|--------------------------|--|
| Student name | |
| Grade | |
| Subject | |
| Teacher | |
| Preferred contact method | |

| | |
|--|--|
| Preferred contact time | |
| Phone # | |
| Brief description of the issue | |
| Attach any pictures or errors if possible (take a picture and attach to the email) | |