



This year students will be using Zoom to access all live meetings. **Students must use their @nycstudent.net account when accessing the Zoom meeting links.** This is the same username and password students use to access the Google Classroom. Using the @nycstudents account allows the meeting to be safe and secure.

Below are helpful tips and tricks to make sure students are using their NYC DOE student accounts when attending a live meeting:

1. The link below shares how to sign into the DOE Zoom account from any device (computer, app on the computer, app on a phone). It has great step by step directions with screenshots.

<https://infohub.nyced.org/working-with-the-doe/covid-19-resources/teach-from-home-technology/how-to-sign-into-zoom>

2. Check that the student is logged into the NYC DOE Zoom account **before clicking on the meeting link**. Oftentimes when clicking on a link, Zoom opens up to the most recently used Zoom account. Signing in to the DOE Zoom account before clicking the link will ensure your student is on the correct account when the link is clicked.

3. If you sign in using a computer application (this means you are accessing Zoom using this  icon on your computer ), follow these steps:

Enter the NYC student username and password → click "sign in with sso" → click "I know the company domain name" → enter "nycdoe" as the domain name → you could be prompted to to enter the username and password again, if not, you are in!

4. In general it can be helpful to use a Google Chrome browser. If you are using a computer you need to make sure Chrome is downloaded on the computer. If you are using an ipad you need to download the Chrome app.
5. If your child is using a Chromebook computer you must sign into the hardware using the @nycstudents.net account.

