Frequently Asked Questions

Login Issues

1. **Question**: I am a returning student and get a message that states: *device has been locked contact admin*
   Answer: take a screenshot and send an email to your engagement coach. You can find them here: Our Student Services Team

2. **Question**: I am a returning student and forgot my login from last year.
   Answer: *Submit a Ticket* on our tech support page at https://4amphlp.accelschools.com/ and click Contact Us on the top, right-hand corner of the page and follow the directions below.

3. **Question**: I got my login info, but forgot my password:
   Answer: Follow the directions above, in question 2.

4. **Question:** I am a new student and did not receive my login information.
   Answer: send an email to your onboarding coach. You can find them here: Our Student Services Team

5. **Question:** When I login into my personal device I get an error message.
   Answer: Follow the directions in question 2.

6. **Question:** How do I set up my chromebook?
   Answer: follow directions here.

7. **Question:** How do I log onto the online school?
   Answer: your one-step sign-in using your school google account gets you access to
   everything you need, including your online school or Canvas! Once you set up your google account and are logged in, go to
   https://yourschoolonline.instructure.com/ and *sign in with Google.*

8. **Question:** I do not have a school computer. How do I get a school Chromebook?
   Answer: send an email to your engagement coach.
   You can find them here: Our Student Services Team

Additional Helpful Resources
Please visit the AMP Parent and Student Tech Support page:
https://4amphlp.accelschools.com/
Utilize the search box to search for questions and topics for support.

Use this link to contact technical support or submit a ticket for:
- Chromebooks
- Online School Support
- General Support
- New Student Support