



The SFISD Technology Services Team will be available for staff, students and parents during regular school hours (7:30 a.m. – 6:00 p.m., Monday – Friday). Just as eLearning is new to the students, there will also be a learning curve for teachers and staff over the next few weeks. Our staff looks forward to supporting you and your child’s needs as we move forward with this transitional learning. Please continue to monitor your email, the district website, and social media channels for any updates.

Setting up the Laptop

SFISD issued Laptops are ready to go. Below are some steps to get started:

- Click on the Wifi symbol at the bottom right corner
- Students log-in using their SFISD user name and password OR use the Guest User
- Click on Google Chrome. Once on the www.sfid.org page, click on Students and go to Office 365

Where can I access WI-FI, if I don’t have it at home?

- Comcast is offering wifi hotspots available nationwide due to the coronavirus
 - Once at a hotspot, select “xfinitywifi” network name from the wifi menu, then launch the preferred browser.
 - To find an Xfinity WiFi Hotspot, check the hotspot location map at wifi.xfinity.com or download the Xfinity WiFi Hotspots app from the App Store or Google Play.
- External Free Wi-Fi “OPEN” is available at the front of several SFISD locations:
 - Front of Santa Fe High School Field House, 16000 Hwy 6
 - Front of Barnett Elementary school, 11818 FM 1764
 - Alamo Building, 13306 Hwy 6

Issues with Log-ins / passwords / hardware / network

Email techhelpdesk@sfisd.org for technology issue questions OR submit your issue via the Form below. You should hear back from a campus technician within 2 hours. You can also visit our Technology Services FAQ page for common issues.

https://forms.office.com/Pages/ResponsePage.aspx?id=u5_1CvaYHE-GJQZxmALgiX6beUEh9ZtDijXcr_Emc0hUQzIOUExBSVNRTDJMM0dCSUU4Wk9QR0c1My4u

Issues with Class Assignments

Contact your teacher as instructed for class work and assignment questions. For any Canvas password or log-in questions, please email randie.martindale@sfisd.org.