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# Tips for Digital Safety & Support



## Digital Citizenship

- Review what it means to be a good Digital Citizen. Watch this video from [PBS Learning Media](#) to make sure you are using best practices when working online.

## Password Reset: Device and Canvas

- Hold Ctrl, Alt, Delete on your keyboard and select "Change a Password."
- Make sure your new password is secure.
  - uppercase letter • lowercase letter • number • symbol
  - at least 8 characters



## Troubleshooting Your Device

- If your device isn't working properly, your first step is to restart the device.
- If your device continues to have issues, contact your homeroom or 1st period teacher to submit a help ticket.

## Testing Internet Speeds

- If you are experiencing slow internet [CLICK HERE](#) to test your speeds.



## Basic Laptop Care

- You should shutdown your device nightly.
- Restart your device daily.
- Never eat or drink near your laptop.
- Use a clean dry cloth to clean your device.
- Make sure your laptop is charged in the morning before attending class.