



## **Flexible Instruction Days- COVID FAQ's**

Q. Is there one spot with all of the information required for parents and students?

A. Yes [www.denville.org](http://www.denville.org) select COVID-19 and Extended Closure Information

Q. What if I do not have the internet at home?

A. For students who do not have Wi-Fi at home please see this message from Lightpath (our internet provider):

*In order to serve the community during this time Altice/Lightpath is allowing access for customers and residents to their wide area Wi-Fi service at no charge. Anyone with a Wifi enabled device while within our coverage footprint can use these hot spots.*

*Students should select SSID "optimumwifi" for open access (no username or password required).*

Q. What if I need a device (Chromebook) for my child?

A. Contact [parentportal@denville.org](mailto:parentportal@denville.org) to arrange for a device.

Q. What is my child's login and password?

A. Log in to Genesis Parent Portal and the student username and password are displayed directly below their photo.

Q. Can I use any other Google Account to access Google Classroom from our personal device?

A. No. All personal or work accounts must be signed out of Google in order to use the students Denville account to log in. The Denville account is the only account that has permissions to Google Classrooms.

Q. Does my child have a Denville email address?

A. Only children in grades 6 - 8 have email. Children in PK-5 have Google Accounts but they do not have email.

Q. How can I get questions related to technology answered?

A. Email [parentportal@denville.org](mailto:parentportal@denville.org).

Q. What if my child is exhibiting symptoms of an illness while schools are closed?

A. Please contact your school nurse to report any illnesses, include the symptoms by phone or email. [Click here for health office websites.](#)



Q. What time will the school day be during the closure?

A. For all schools- Please log into Google Classroom for attendance by 10AM [click here for information](#) Teachers are available via email and Google Classroom between the hours of 9:00 AM -Noon and 1:00-2:00PM

Q. Is there one place with all staff contact information?

A. Yes- [click here for all contacts](#)

Q. Does the district use official social media accounts to disseminate information to the public?

A. Yes see [www.denville.org](http://www.denville.org) (left side of site) for information on our official Facebook, Twitter and YouTube accounts.

Q. If my child receives free lunch will it continue during the shutdown?

A. Yes a boxed lunch will be provided and delivered to residences beginning March 16, 2020 information has been emailed to parents regarding lunches. If you have any questions please contact Mrs. Gurowsky at [dgurowsky@denville.org](mailto:dgurowsky@denville.org) or by calling 973-983-6530 ext 3093

Q. Parent-Teacher conferences March 19 and 20, 2020.

A. **Conferences are cancelled**- you may contact your child's teacher at any time with concerns.

Q. If my child left something in the school, how can I retrieve it?

A. All facilities are closed to the public but you can contact the principal to arrange for pickup.

Q. Will counselors, CST, therapists, behaviorists and nurses be available during the shutdown?

A. Yes please see this document "[Flexible Instruction Day Extended Closure Full Plan for Parents](#)" on this website: [Click here](#)

Q. Is my child expected to be on the computer from 9:00 AM to 2:00 PM?

A. No, the teachers are available between the hours of 9:00 AM-2:00 PM and students are responsible to get their schoolwork done anytime during the day.

As always if you have any other questions please do not hesitate contacting me at [sforte@denville.org](mailto:sforte@denville.org).