

Chromebook and WiFi Hotspot Questions and Answers

Q: Who can I reach out to if I am having problems with my Chromebook or WiFi Hotspot?

A: Email District technology at technology@galt.k12.ca.us

Q: Do I have unlimited data with the WiFi Hotspot?

A: No. Streaming movies or video games will use your data quickly. You have 600 MB per day. Once you use the 600 MB daily the internet will be very slow.

Q: How do I check how much data I have left?

A: Go to <https://sentinel.kajeet.com/> and enter your device number under “Device Status Check”

Q: How many devices can I connect to the Hotspot?

A: Up to 5 devices.

Q: What time of the day can I access the WiFi?

A: Data is turned off 12:00 am - 6:00 am.

Q: My hotspot shows “No Service”

A: You must reset the device. Pop the back cover off the hotspot and remove the battery. Wait 10 seconds then put the battery and cover back. Turn the hotspot back on.

Q: How do I connect my Chromebook to the hotspot?

A: Long press the power button to power on the hotspot. Once the hotspot is completely powered on, short press the power button on to see the connection info. If you press the button again it will give you the password for the SSID. On your laptop, search for that SSID and type in the password for it. Do the same for your other devices.

Q: How does my child log into the Chromebook?

A: Turn on the Chromebook. Click the Add Person on the lower left corner of the screen. Type in the student’s username (example: 2021sa1234@student.galt.k12.ca.us). Type in the student password. That should log the student into the Chromebook.