



Device and Internet Assistance

If your child picked up a laptop from school last week on 3/19/2020 and is struggling to get connected to the internet, please follow these instructions.

- Go on the Admin account on the NYCDOE laptop and sign in with the credentials below:
 - **Username= admin**
 - **Password= delladmin**

If you do not have internet at home, free or reduced internet may be available through your provider. Please contact your local cable provider for more information.

- **Spectrum-** 1(844) 488-8395
- **Optimum-** 1(866) 200-9522
- **Comcast-** 1(855) 846-8376

If you do not have a laptop and/or internet, The New York City Department of Education wants every student who needs a device for remote learning to have one, even if the student does not have internet access at home. Simply call **718-935-5100** and choose **Option 5** on the menu. Someone will help you get a device with internet connection.

You can also apply for a device from the DOE through the link below:

- <https://coronavirus.schools.nyc/RemoteLearningDevices>