How do I get my child started on their digital learning assignments?
All resources for students and families, including frequently asked questions and how-to tutorials are available on our dedicated webpage for Digital Learning for Students and Families.

Does my child have to be online all day long? What does my child's schedule look like?
Students and families can set the schedule that works for them to complete their lessons and assignments. There will be online lessons and assignments daily from each teacher, including a daily attendance activity. Teachers will also set student appointments or host live lessons and chats that would give specific times on specific days, but this would not be a daily set schedule for students. **Check with your student's teacher(s) for more information.**

How do I get my child's R2.D2 number?
Ask your student! They use this number to access computers and programs within their classrooms. If your student does not know their R2.D2 number, call our Digital Learning Helpline at 727-588-6060 or your school so they can retrieve that information for you. They will ask you a couple of questions to verify your identity when you call.

How does my student get on Microsoft Teams?
The district has instructions that can support you and your student for getting on Microsoft Teams
                Microsoft Teams Student Guide   Microsoft Teams Parent Guide

I'm having issues logging into Microsoft Teams with my R2.D2 number. What do I do?
Microsoft Teams uses an email format of your R2.D2 number when you log into the system. Use the following format and it should log you in: R2.D2@pcsb.org.

I don't have a parent login to Parent Portal. How do I get one?
Our Digital Learning Helpline can set up your Parent Portal account at 727-588-6060. They will ask you a couple of questions to verify your identity when you call.

My child and I have forgotten our passwords. How do I get my password?
Should you, or your student, need support resetting a password, please visit: https://www.pcsb.org/passwords.

I missed the dates for getting a laptop/device at my school. How do I get a laptop/digital device for my child?
Device distribution is for students and families that do not have a laptop/digital device at home. Contact your child's school directly and they will support and connect you to our regional device distribution team.

I don't have internet access at home. How can I get connected?
Thanks to Spectrum, WiFi will be provided to all qualifying students (discount dependent on household income). For students to enroll, call 1-844-488-8395. If, a qualified student cannot get Spectrum installed (e.g. Spectrum does not service the neighborhood), contact your child's school directly and they will support and connect you to our regional device distribution team.

The device I received from my child's school isn't working. How do I get it fixed?
First check to make sure your device is connected to your home WiFi and that it has been charged. If it still not working, contact your child's school directly and they will support and connect you to our regional device distribution team.

How do I enroll my child in school with the current closures (grades K-12)?
All initial registration will be completed electronically by the Student Assignment Office. Parents will not need to physically go to a school nor district office to register at this time. You can call the office directly between 8:00 am and 4:00 pm at 727-588-6210 or email them at studentassignment@pcsb.org

What is the enrollment process for PreK3/VPK?
All enrollment will be done electronically through the Student Assignment Office. Parents of students accepted for the 2020-21 school year have received a phone call outlining the steps they need to now. Parents will not need to physically go to a school nor district office to register at this time. You can call the office directly between 8:00 am and 4:00 pm at 727-588-6210 or email them at studentassignment@pcsb.org