



Dear Families,

Starting **October 12, 2021**, your child will be required to sign into their DOE Chromebook with their DOE username and password. (This is their '@nycstudent.net account'.)

This change allows the DOE to add critical content filtering that will protect your child and the DOE community from unsafe internet content. Once your child has signed into their DOE Chromebook with their DOE account, they will be able to access their school account from that device.

- You can find out about your child's DOE account at [schools.nyc.gov/studentaccounts](https://schools.nyc.gov/studentaccounts).
- If you have a New York City Schools Account (NYCSA) (<https://www.schools.nyc.gov/NYCSA>) you can manage your child's password in the parent portal. Just find Manage Account and select Student Password.
- If your child signs into their DOE Chromebook with the appropriate credentials but the device does not function as expected, or they are unable to sign into their device using these credentials you can open a ticket at <https://www.nycenet.edu/technicalsupportforfamily> or call 718-935-5100, option 5.

Best,

**Division of Instructional and Information Technology**  
New York City Department of Education