

To report issues with network connectivity in SPS buildings contact:
Staff Techline: 206-252-0333 Option 1 | techticket@seattleschools.org

To report issues with student district devices, contact:
Student Techline: 206-252-0100 | laptops@seattleschools.org

SSID “SPS”

“SPS” is for district owned devices. These devices should have our red warning stickers on them. District devices should automatically connect to this network when the client device is in range of the network.

Troubleshooting:

- “Provide credentials when connecting”: Restart the device and try again. If that does not work contact Techline and submit tech ticket to Network Operations.
 - Tickets should include: computer name, time/date of issue, contact info, location where issue occurred (Room#), error messages and symptoms experienced.
- “Unable to join the network”: Restart the device and try again. If that does not work contact Techline and submit tech ticket to Network Operations.
 - Tickets should include: computer name, time/date of issue, contact info, location where issue occurred (Room#), error messages and symptoms experienced.

SSID “SPS-Username”

“SPS-Username” is for personal devices of district staff and students who have a district provided logins. Personal devices, Ex: Phone’s and laptops can use this network. This network has no timeouts allowing connected devices to stay connected until the user’s password changes.

Troubleshooting:

- “Authentication Problem”: Make sure the password entered is your current password. If not, select “Forget Network” and reconnect and enter the new credentials.
- “Unable to join the network”: Restart the device and try again. If that does not work contact Techline and submit tech ticket to Network Operations.
 - Tickets should include: Username, time/date of issue, contact info, location where issue occurred (Room#), error messages and symptoms experienced.
- District provided student and staff devices SHOULD NOT be connecting to this network.

SSID “SPS-Guest”

“SPS-Guest” is for parents and outside contractors that do not have a district login account. This network has a timeout of 8 hours, after which the user must login again. As of September 21, 2020, the username is “seattle” and the password is “dreamers”.

Troubleshooting:

- Make sure the username and password are all lowercase.
- District provided student and staff devices SHOULD NOT be connecting to this network.
- Reminder: The network allows you to stay logged in for 8 hours, after which you must login via the portal again.