Waterfront Learning
Computer Use FAQs

Frequently Asked Questions

This document is designed to provide you with important information about the computer equipment issued to you by Waterfront Learning.

Q: Who do I contact if I have more questions?

A: You can contact Waterfront Learning at **(412) 394-4996**. Staff is generally available on weekdays between 8 a.m. and 4 p.m. You may also email wflhelp@aiu3.net for a team member to assist you.

Q: What is the password for the Windows student account?

A: Username: wflstudent   Password: waterfront

Q: I dropped or otherwise damaged my computer, what should I do?

A: If the damage was an accident, there will be no cost to you or your school district. Please call or email Waterfront technical support and we will be happy to assist you with any sort of damage issue.

Q: How do I install software? It is prompting me for an administrative password.

A: All required software, including software for provided printers is already installed on your computer. Students are **not** able to install software on Waterfront Learning computers. If you are being instructed to install something by a teacher, Waterfront technical support can assist you.

Q: I have a mobile hot spot (MiFi) and my connection it is very slow. What should I do?

A: Mobile hot spots work over the same network that cell phones use. Like a cell phone, the most common cause of slowness or dropped connections is a weak signal. The screen on the mobile hot spot displays your signal strength like a cell phone, as a series of four bars. You might try moving your mobile hot spot to a location with a better signal. Being near a window or on a higher floor of your home can help. If you still have a low signal please call in and we can look at other options.

Q: How do I set up my home internet?

A: The computers are already configured to work with most broadband providers. If you used a wired connection is should work when you plug in. If you use Wi-Fi you need to select your network and enter your network security password.

Q: Why are some websites blocked?

A: Waterfront Learning must comply with Pennsylvania state law that requires organizations receiving state funding to filter certain content on student computers. Our filters are configured to comply with these laws.

More Questions? Please call Waterfront Learning at (412) 394-4996.