

## **Chromebook Care and Use Guide**

The procedures, guidelines, and information within this document apply to all Chromebooks used at Newton Public Schools (NPS). *Teachers may set additional requirements for use within their classrooms.*

### **TAKING CARE OF YOUR CHROMEBOOK**

Students are responsible for the general care of the Chromebook they have been issued by the school. Laptops that are broken or fail to work properly should be taken to the designated repair area in the school. Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance.

### **GENERAL PRECAUTIONS**

- No food or beverages should be near your Chromebook.
- Cords, cables, and removable devices should be inserted carefully into the Chromebook.
- Chromebooks should not be exposed to extreme temperatures (hot or cold).
- Students should never carry their Chromebooks while the screen is open, unless directed to do so.
- Chromebooks should never be left in an unlocked vehicle or an unsupervised area.

### **SCREEN CARE**

The Chromebook screens can be damaged if subjected to rough treatment and are sensitive to excessive pressure.

- Do not lean on the top of the laptop when it is closed.
- Do not place anything on the keyboard before closing the lid (e.g. pens or pencils, flash drive, etc.).
- Clean the screen with a soft, dry cloth or anti-static cloth. Do not use commercial glass cleaners.

### **USING YOUR CHROMEBOOK AT SCHOOL**

- Chromebooks are intended for use at school each day. Students are responsible for bringing their Chromebooks to all classes, unless advised otherwise by their teacher.
- Use of a laptop in school is subject to rules, procedures and instruction of school staff members.

- If a student does not bring his/her Chromebook to school, the student has the option to check out a loaner at the designated loaner area. This privilege may be revoked for repeat offenders.
- Availability of loan Chromebooks is on a first come, first served basis, and is not guaranteed.

### **CHROMEBOOKS UNDERGOING REPAIR**

- Loaner Chromebooks may be issued to students when their Chromebooks are out for repair.
- Students are responsible for the care of the loaner while it is in their possession and are subject to the same policy and procedure agreement signed for the original unit.

### **FULLY CHARGED BATTERIES**

- Chromebooks should be brought to school each day with a full charge.
- There will be a limited number of charging stations located in the school, available to students on a first-come, first-served basis.

### **MANAGING YOUR FILES & SAVING YOUR WORK**

- Student files should be stored in Google Drive or other cloud-based storage.
- NPS is not responsible for loss of student work.

### **APPLICATIONS ON CHROMEBOOKS**

- The applications originally installed by Newton Local Schools should remain on the laptop in usable condition and be easily accessible at all times.
- If technological difficulties occur or illegal software is discovered, the hard drive will then be reformatted.
- The school does not accept responsibility for the loss of any data or software deleted due to a re-format or re-image.

### **OPERATING SYSTEM AND SECURITY**

- Students may not use or install any operating system on their Chromebooks other than the current version of Chrome OS that is supported and managed by the district.
- Always be on the alert for suspicious emails that contain links and websites that ask for personal information such as name, date of birth or passwords.

## **CHROMEBOOK IDENTIFICATION**

- Chromebooks will be labeled in the manner specified by the NPS.
- Students will not remove the Chromebook serial number, asset tag number, and name and ID number label. If stickers have or appeared to be falling off, student should take laptop and sticker to the designated repair area in the school

## **CHROMEBOOKS IN UNSUPERVISED AREAS**

- Under no circumstances should laptops be left in unsupervised areas. Any computer left unsupervised is in danger of being stolen.

## **INTENTIONAL OR NEGLIGENT DAMAGE**

**Students could be held partially or fully responsible for damages/loss to their Chromebooks. Examples include:**

- Liquid/beverage spills on the laptop.
- Deliberate damage, neglect or abuse caused by you or others you allow to use your Chromebook. This includes intentionally marking, defacing and/or abusing the laptop. Also damage caused by tampering with hardware components to alter district configurations.
- Leaving the Chromebook unattended or failing to secure it per school recommendations.
- Leaving the Chromebook in an unlocked car, locker, or on the bus.
- Mysterious disappearance of the laptop - meaning the laptop user has no knowledge as to the place, time, or manner of the loss.

## **CHROMEBOOK TECHNICAL SUPPORT**

Procedure to open a service request with the Newton Public Schools Technology TASC Department:

- All repair requests must be made to the NPS Technology Department through the TASC ticketing system or through the Tech Services office.
- If a student experiences an issue with their Chromebook while in class, they will notify the teacher of the issue.
- If a student has an issue with his/her Chromebook while at home, the student must submit a TASC ticket on the following school day or go to the designated repair area.
- If the NPS Technology Department does not have an immediate resolution, and the unit is inoperable, the student will be issued a loaner Chromebook, upon availability, to use during the school day until the problem with their Chromebook has been resolved.

- Students will be notified when their issue has been resolved. Service and repairs will be documented and reviewed to ensure the proper use and/or maintenance of the Chromebook. Excessive requests for service/repair are subject to review by the school administration.



