



FAIRFIELD PUBLIC SCHOOLS

CHROMEBOOK & PC LAPTOP CARE



TECH SUPPORT INFORMATION

Over the summer, technical assistance can be requested in the form of email. If your issue cannot be fixed remotely, you will receive a form via email that must be filled out in order to receive on-site support.

Student Technical Support: reghelp@fairfieldschools.org

Staff Technical Support: athome@fairfieldschools.org

On-site support will be available at **Roger Ludlowe Middle School** or **McKinley Elementary School** on **Wednesdays** between **9am and 1pm.**

Please! No Walk-Ins!

CHROMEBOOK SPECIFIC INSTRUCTIONS

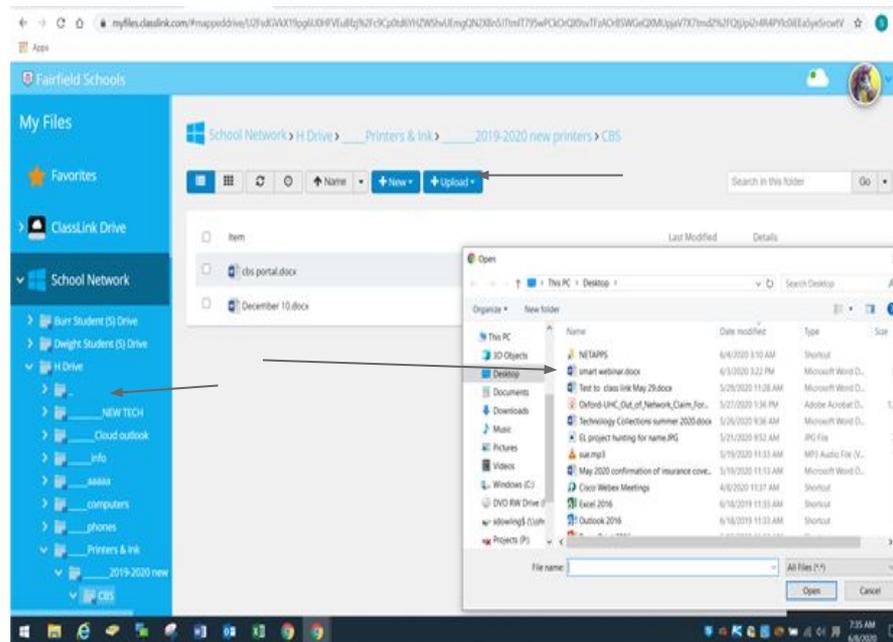
- Chromebook applications are automatically saved **when connected to WiFi**. Please double check that your work is saved.
- Login and leave your Chromebook on for 1 hour minimum weekly to receive critical updates.
- Don't let your Chromebook lose all of its power. Plug in your charger to a grounded outlet at 10%.
- When storing your Chromebook, please charge the device to at least 80%.

PC LAPTOP SPECIFIC INSTRUCTIONS

- Be sure to save your work daily in either your Google Drive, One Drive, or in your H-drive via ClassLink (directions on next slide).
- Turn on your laptop and log into it at least weekly to ensure critical updates are received.

SAVING A DOCUMENT TO YOUR H DRIVE VIA CLASSLINK

1. Open the folder in your H drive via ClassLink where you want to save your work.
2. Click on upload and navigate to your desktop (or where your document resides) and select the document. A copy of your document will be saved to the folder you selected in your H drive.



DEVICE DO'S

-  Do power your device Off when not in use.
-  Do shutdown your device and close the lid before transporting it. Be sure to take any pens, pencils or other items off the keyboard before closing it.
-  Do wipe your device down with a soft cloth.
-  Do store your device in a cool, dry space.
-  Do keep food and drinks away from your device, Crumbs could get under the keys.
-  Do enjoy your distance learning activities over the summer.

DEVICE DON'TS

- 👎 Don't bring your device to the beach.
- 👎 Don't leave your device in a hot parked car.
- 👎 Don't leave your device plugged in for extended periods of time.
- 👎 Don't leave your device on and plugged in on your bed or on a chair. Log off and turn off power.
- 👎 Don't let your device battery lose all power, plug in charger at 10%. When storing your Chromebook, please charge the device to at least 80%.

