



FOR PARENTS: RETURNING DISTRICT-OWNED DEVICES



I RECENTLY PURCHASED A DEVICE FOR MY CHILD

Contact your child's school and make arrangements to bring the device to the campus. Your child's Librarian will partner with Technology to check-in the device.

I NO LONGER WANT TO USE A DISTRICT-OWNED DEVICE

Contact your child's school and make arrangements to bring the device to the campus. Your child's Librarian will partner with Technology to check-in the device.

I AM WITHDRAWING MY CHILD

Contact your child's school and make arrangements to bring the device to the campus. Your child's Librarian will partner with Technology to check-in the device. The device must be returned before the withdrawal is made final.

MY DEVICE IS NOT WORKING PROPERLY

Contact the technology department by:

1. Enter a student help desk ticket online
2. Call 972-708-2300
3. Email techsupport@duncanvilleisd.org

ONE CHILD IS STAYING HOME AND THE OTHER IS GOING ON-SITE

If students are sharing a district-owned device at home, allow the student staying home to keep the device for instructional use.

**Note: If all siblings are coming on-site, please allow the eldest sibling to bring the device to school.*

WHEN WILL I NEED TO RETURN THE DISTRICT-OWNED DEVICE?

Devices will be collected at the end of the school year.