



Technology and Information Services Department

Student Chromebook Procedures

Revised 8/15/2019

My student's device is broken/not working. How do I request a replacement?

Fill out the [Chromebook Replacement Form](#). (Do not submit a helpdesk ticket or initiate a remote support session for broken student devices.) Technicians will swap out broken devices at your school's central swap-out location on a daily basis, so please remember to place the broken device in the central swap-out location to receive a new device within 24 hours. Note: You will need to pick up the replacement device after the technician drops it off.

My student's device was lost or stolen. How do I request a replacement?

If a student's device is lost or stolen, either the parent/guardian must contact the school office to pay for the device, or the parent/guardian must submit a completed police report to the school before a replacement can be issued. Once the fee has been paid, or the police report has been provided, please fill out the [Chromebook Replacement Form](#). (Do not submit a helpdesk ticket or initiate a remote support session for lost or stolen student devices.) Technicians will bring a replacement device to your school's central swap-out location and you will be notified via email.

My student is transferring to a new classroom in the same school. Do they take their device with them?

If a student moves to a new class in the same school, YES, they should take their device with them to the new class. If a student moves to a new SCHOOL in District 99, please see below.

My student is transferring to a new school in District 99. Do they take their device with them?

No. The student should return their device to the school office before leaving the school. The school office staff will submit a [Chromebook Replacement Form](#) for the student as part of the transfer process. The device will be moved to the new school by technicians and the new teacher will be notified via email.

My student is transferring out of District 99. What do we do with their device?

The student should return their device to the school office before leaving the school. The school office staff will submit a [Chromebook Replacement Form](#) for the student as part of the transfer process. The device will be picked up by technicians and the teacher will be notified via email.

I have a new student in my class. How do I request a device?

The IS Department will prepare devices for new students on a daily basis by receiving enrollment information from PowerSchool. Our goal is to ensure that new students have a working Chromebook assigned and delivered as soon as possible. Teachers do not need to request devices for new students. (Do not submit a helpdesk ticket or initiate a remote support session for new student devices.)