

SMCPS COVID-19 Technology Guidelines

Equipment Information

- All activities performed on SMCPS devices will continue to be held to the Network Usage Standards which can be found on our website.
<https://www.smcps.org/dss/its/smcps-network-usage-standards>
Disregard of the SMCPS Network Standards may be subject to disciplinary actions.
- The devices have been prepared with a standard local account that will automatically login once the computer is turned on. The machine is set to not have a password, **so if it goes to sleep you will only need to press the 'Enter' key to get back to your desktop.**
- It is of critical importance that you backup all files that you work on to your Google Drive while the computer is out of the school building. While disconnected from the network the computer is not able to access our internal network drives, and therefore, we have no ability to assist you in making sure your information is securely saved.
- While the computer is disconnected from the SMCPS Network, we will be unable to filter or restrict the Internet searches on the device. Please take the appropriate steps to monitor your students' activity while using the device on your home network.
- Please use only the provided power cable in order to safely operate the device during this time. Any third-party power cables, while they may look similar, might not provide the correct amount of power and could be dangerous to use.

HelpDesk Information

Since your student has already established communication with their teachers in order to participate in their classes, we are asking that they utilize this same method to report any technology issues as well. Once the teacher is notified, they will create a HelpDesk ticket for the IT Department to address. If you require assistance creating a ticket, please refer to our [documentation](#) or our [video](#) with step-by-step instructions on how to submit a ticket.



Return Instructions

All devices should be returned to the site from which it was picked up. There will be an intake station ready to sanitize the machine and check it for damages. If there are any damages found, internal or external, we will notify you via email.

The date for returning machines has not been determined at this time, but will be communicated out through official SMCPS channels once set. Please be attentive to communications and our website for more information.