



STUDENT GUIDE

FOR DEVICE MANAGEMENT

THE GOAL: STUDENTS ARE BEING PROVIDED A DEVICE, PROTECTIVE COVER, AND CHARGER FOR EDUCATIONAL PURPOSES.

ONE-TO-ONE HANDBOOK

WHO & WHERE

New Hanover and Laney High School students grades 9-12

WHAT

Students will receive a:

- New Hanover County Schools laptop or iPad
- charging cord with AC adapter power block
- protective cover

PARENTS

To Do...

- Read the One-to-One Parent/Student Handbook
- Sign the Device Loan Agreement

STUDENTS

To Do...

- Read the One-to-One Parent/Student Handbook
- Sign and return the Device Loan Agreement to your 2nd block teacher or main office
- Complete the required online digital citizenship training within the first 30 days of receiving the device.
- Charge your laptop every night

WHAT'S COVERED?

COVERED BY ADP

- Non-intentional spills, drops, collisions, or electrical surges.
- Major part replacement such as motherboard, screen, or memory.
- Damaged or broken LCD impairing the use of device.

NOT COVERED BY ADP

- Theft, fraud, or disappearance of laptop.
- Damage caused by misuse, abuse or willful act.
- Normal wear and tear that does not affect the operation of the unit.
- Damage due to flood, fire or bio-hazard material.
- Alterations to the laptop or repair done by unauthorized technician.
- Lost accessories such as charger or case.

HELP DESK

- Located in the Media Center
- Open M-F during 3rd and 4th block

Scan this QR Code to access Incident IQ to submit a Help Desk ticket



Visit bit.ly/helpdesktic to watch a tutorial video

Visit bit.ly/tickethowto for a step-by-step guide