

Northshore School District General Chromebook Care



Taking Care of the Chromebook

Students are responsible for the general care of the Chromebook they have been issued by the school district. Students with Chromebooks that are broken or fail to work properly must contact the School Technology Specialist as soon as possible so that they can be taken care of properly. If students need help over the summer, Parents/Guardians can put in a support request at <http://go.nsd.org/studenttechhelp>.

District-owned Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance. Students should never leave their Chromebooks unattended.

If you notice any damage on your Chromebook, notify your School Technology Specialist as soon as possible. Northshore also offers a Device Protection Program to offset the costs related to damage. Learn more here:

<https://www.nsd.org/our-district/departments/technology/student-technologies>

Watch this helpful video to learn more about caring for the Chromebook:

<https://video.link/w/dAlhc>

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General Precautions

- No food or drink should be next to Chromebooks.
- Cords, cables, and removable storage devices (e.g. thumb drives) must be inserted carefully into appropriate ports on the Chromebooks.
- Chromebooks should not be used or stored near pets.
- Chromebooks should not be used with the power cord plugged in when the cord may be a tripping hazard.
- Chromebooks must remain free of any writing, drawing, stickers, and labels.
- Heavy objects should never be placed on top of Chromebooks.
- Chromebooks should never be loaned to another student or individual during the school day or otherwise.

Carrying the Chromebook

- Always transport Chromebooks with care. Failure to do so may result in disciplinary action or a fine for damages.

- Students should hold the Chromebooks (cover closed) with two hands if they need to carry the Chromebook anywhere inside or outside of the classroom during instructional time.
- Never lift a Chromebook by the screen.
- Never carry a Chromebook with the screen open.

Opening the Chromebook

- Open the Chromebook only when it is resting on a flat surface such as a table or desk.
- To open the Chromebook, use one hand to hold the keyboard against the table. Use the other hand to open the screen by grasping the screen's edge (in the middle) and gently moving the screen to the open position.
- The hinge of the screen on some models will only allow the screen to be open to a slight angle. Do not attempt to open the screen beyond this stopping point as the screen will break if forced.

Closing the Chromebook

- Before closing the screen, make sure there is nothing on the keyboard to prevent the full closure of the device. Obstacles on the keyboard could cause broken screens or damaged hinges. Charges will be levied for improper care that leads to broken hinges and screens.
- Close the screen only when the Chromebook is resting on a flat surface such as a table or desk.
- Close the Chromebook using two hands—one at either corner of the screen (Figure 2. Closing a Chromebook.)
- Close the screen gently.

Screen Care

The Chromebook screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.

- Do not put pressure on the top of a Chromebook when it is closed. Charges will be levied for improper care that leads to broken hinges and screens.
- Do not store a Chromebook with the screen open.
- Do not place anything in the protective case that will press against the cover.
- Make sure there is nothing on the keyboard before closing the lid (e.g. pens, pencils, or disks).
- Never lift the Chromebook by the screen.
- Only clean the screen with a soft, dry microfiber cloth or anti-static cloth.

Asset Tags

- All Chromebooks will be labeled with a Northshore School District asset tag.
- Asset tags may not be modified or tampered with in any way.
- Students may be charged up to the full replacement cost of a Chromebook for tampering with a Northshore School District asset tag or turning in a Chromebook without a Northshore School District asset tag.

If the Chromebook is not working properly or is damaged, please contact your School Technology Specialist to seek a replacement or get technical help. Northshore also offers a Device Protection Program to offset the costs related to damage. Learn more here:

<https://www.nsd.org/our-district/departments/technology/student-technologies>

Alternatively, families can enter a support ticket at <http://go.nsd.org/studenttechhelp>.