



McKEESPORT AREA
School District

1:1 Technology Handbook

Contents

➤ Ownership of the iPad/Chromebook.....	3
➤ Compliance with District Policies	3
➤ Procedures for Technology Device Obtainment and Possession	3
➤ Transferring/ Withdrawing Students.....	3
➤ Utilization of iPad/Chromebook Requirements	3
➤ Charging Devices.....	4
➤ Logging into an iPad/Chromebook	4
➤ Managing and Saving Your Digital Work with an iPad/Chromebook	4
➤ Backgrounds and Themes.....	4
➤ Sound	4
➤ Printing.....	5
➤ Using an iPad/Chromebook Outside of School.....	5
➤ Operating System and Security	5
➤ Updates.....	5
➤ Virus Protection	5
➤ Content Filter.....	5
➤ Google Apps for Education	6
➤ Clever	6
➤ Chrome Web Apps and Extensions.....	7
➤ Hardware	7
➤ Records	7
➤ Users	7
➤ Privacy.....	7
➤ Copyright and File Sharing.....	8
➤ Appropriate Uses and Digital Citizenship	8
➤ BYOD (Bring Your Own Device).....	9
➤ Tips for sending a home device with a student (BYOD)	9

- Device Care and Maintenance..... 10
- General Precautions 10
- Carrying of the iPad/ Chromebook..... 10
- Screen Care 10
- Cleaning 11
- Barcode and Tags..... 12
- When a student’s iPad/Chromebook Is Unavailable 12
- iPads/Chromebooks being repaired 13
- Cost Incurred for Lost or Destroyed iPads/Chromebooks..... 13
- Mobile Device Insurance 13
- Estimated Costs (subject to change) 15
- Basic Troubleshooting 16
- How to contact the technology department..... 17

➤ Ownership of the iPad/Chromebook

McKeesport Area School District retains sole ownership of all District owned devices (iPads & Chromebooks, etc.). iPads/Chromebooks are lent to the students for educational purposes only during the academic year, and permission for use of the same may be revoked by the district at any time for a limited time or permanently based on a student's violation of district policies, procedures, and/or agreements. Possession and use of an iPad/Chromebook by a district student is a privilege, not a right.

➤ Compliance with District Policies

The issued technology resource, i.e., iPad/Chromebook, is considered McKeesport Area School District property and is a "loaner" to current enrolled students. Therefore, regardless of whether utilization occurs on or off school property; before, during, or after school; and connected to school district WI-FI or other connection portals outside the McKeesport Area School District network, the student shall be bound by all provisions within School District Policy and to all consequences within the policies, procedures, and agreements.

- ❖ Consequences for violation of any provision of the policies, procedures, and agreements listed may result in any or all the following: revocation or suspension of iPad/Chromebook privileges and/or privileges to use the district's internet or other network, discipline up to and including suspension or expulsion from school, incurring of fees for loss, theft, damage, or destruction of/to the iPad/Chromebook and/or power cord, loss of participation credit for a course, and/or legal action.

➤ Procedures for Technology Device Obtainment and Possession

iPad/Chromebook Collection

At the end of each school year, students will return their devices and chargers. Operational devices will be placed into storage and returned to the student in the condition they are returned in. Devices requiring repairs will be either repaired or replaced by MASD Technology staff at their discretion.

➤ Transferring/ Withdrawing Students

Students who transfer/ withdraw from the McKeesport Area School District must turn in their iPad/Chromebooks and chargers to the office on their last day of school attendance. If a student does not return their iPad/Chromebook prior to leaving the School District, the student will be charged the full amount for replacement.

➤ Utilization of iPad/Chromebook Requirements

All Students will be required to bring a fully charged iPad/Chromebook to school each day and carry it with them to each class period, unless specifically advised not to by their teacher. Failure to bring a fully charged device to school and/or to any class may result in disciplinary action, and/or have an adverse effect on the student's participation grade for the course. (Note: iPad/Chromebooks must be charged for approximately 8 hours to be fully charged.)

All devices are to be used only for educational purposes at all times. The term "educational purpose" or "educational value" means use that has a direct or indirect impact on the student educational program of the McKeesport Area School District.

➤ Charging Devices

Devices must be brought to school each day with a full charge. It takes approximately 8 hours with the school issued charger to fully charge an iPad/Chromebook. If a device does not charge after being connected to a charger for 8 hours a battery reset may be necessary. Please see the Basic Troubleshooting section of this guide on how to do a battery reset.

➤ Logging into an iPad/Chromebook

Students will log into their iPad/Chromebooks using their school issued Google Apps for Education email account provided by McKeesport Area School District or other school approved method e.g., Clever Badges only.

Students must never share their account passwords with others, unless requested by a building principal, classroom teacher/aid or a member of the MASD Technology Department.

Students are prohibited from sharing the iPad/Chromebook with other students, family members, or any other person.

➤ Managing and Saving Your Digital Work with an iPad/Chromebook

The majority of student work must be stored in Internet/Cloud based applications and can be accessed from any computer with an Internet connection and most mobile Internet devices.

Some files may be stored on the iPad/Chromebook's hard drive when instructed to do so by the student's teacher. Students are only permitted to save/store school related work in locations authorized by the district.

Students must always remember to save frequently when working on digital media. Students are responsible for backing up their data to protect from loss. The district will not be responsible for the loss of any student work.

Students are encouraged to maintain backups of their important work on a portable storage device or by having multiple copies stored in different Internet storage solutions.

➤ Backgrounds and Themes

Inappropriate media may not be used as iPad/Chromebook backgrounds or themes, or in any other manner on an iPad/Chromebook. The presence of such media may result in disciplinary consequences.

➤ Sound

Sound must be muted at all times unless permission is obtained from a teacher. Headphones may be used at the discretion of the teachers.

➤ Printing

Students will be encouraged to digitally publish and share their work with their teachers and peers when appropriate. Students may set up their home printer on their Chromebooks when printing an assignment is necessary.

Information about how to set up a home printer can be obtained here:
<https://support.google.com/chromebook/answer/7225252?hl=en>

➤ Using an iPad/Chromebook Outside of School

Students are encouraged to use their iPad/Chromebook at home and other locations outside of school for educational purposes only. A Wi-Fi Internet connection will be required for the majority of iPad/Chromebook use; however, some applications can be used while not connected to the Internet.

If you do not have internet service at home the district offers some low-cost plans through their partners. More information on the low-cost internet plans can be found at
<https://www.mckasd.net/Page/674>

➤ Operating System and Security

Students may not use or install any operating system on their iPad/Chromebook other than the current version of ChromeOS that is supported and managed by the district.

➤ Updates

The Chromebook operating system, ChromeOS, updates itself automatically. Students do not need to manually update their Chromebooks. The same goes for all iPads.

➤ Virus Protection

iPads/Chromebooks use the principle of "defense in depth" to provide multiple layers of protection against viruses and malware, including data encryption and verified boot. There is no need for additional virus protection.

➤ Content Filter

The McKeesport Area School District utilizes an Internet content filter that is in compliance with the federally mandated Children's Internet Protection Act (CIPA). All iPads/Chromebooks, regardless of physical location (in or out of school), will have all Internet activity protected and monitored by the district. The district will in all other ways comply with CIPA relative to student use of iPads/Chromebooks. If a website is blocked in school, then it will be blocked out of school. If an educationally valuable site is blocked, teachers/aids/other authorized personnel may contact the MASD Technology Department for resolution. No parent or student should contact the MASD Technology Department to ask for a webpage to be unblocked.

➤ Google Apps for Education

iPads/Chromebooks are seamlessly integrated with the Google Apps for Education suite of productivity and collaboration tools. This suite includes Google Docs (word processing), Spreadsheets, Presentations, Drawings, and Forms. All work is stored in the Cloud.

➤ Clever

Clever is a free instructional portal that helps teachers access resources, support student learning, and curate digital experiences. Clever includes single sign-on (SSO), meaning that students can log into apps with one click by logging into Clever.

Logging into Clever via Clever login:

1. Go to your portal at <http://clever.com/in/mckasd>
2. Choose "Student Number and Password"
3. Enter your credentials.
 - a. Student Username – 6-digit Student Number including any leading 0s.
 - b. First Time Login Password - Student Number
4. Students may change their passwords with teacher permission.
5. Click Log in

Logging into Clever via Google login:

If you are using the **Log in with Google** button, you will be redirected to sign in to the Google email linked to your Clever account (your school email). Enter your **school-provided** email address.

If you see the error message "*Wrong password. Try again*", this means that either your email or password is incorrect. **Please contact your teacher for assistance.**

If you see the following error message **Uh oh! We were not able to authenticate using Google email: xxxx@example.com**, this means that the Google email you signed into is not the email that is linked to your Clever account. Please make sure you are using your **school-provided email**.

For more information on how to log into Clever please visit <https://support.clever.com/hc/s/articles/115002717307>

Students will automatically be taken to their portal and presented with pages and applications that their teachers shared with them.

Clever is used to enhance the learning experience and not to replace any already established educational software.

Logging into Clever via Clever Badges:

Clever Badges are an easy and secure way for your student to log in to Clever by scanning a Badge into a device's webcam rather than needing to enter a username and password. Badges are tied to the student. As such, changes in school, teacher, or section will not affect the Badge.

Clever Badges may be printed out by the student, teacher, or other authorized individual. For more information on Clever Badges and how they work visit, https://support.clever.com/hc/s/articles/360020790571?language=en_US .

➤ Chrome Web Apps and Extensions

Students are allowed to install appropriate Chrome web apps and extensions from the Chrome Web Store, for educational purposes only. All such apps are pre-approved by the district. Students may not attempt to install or run any operating system on the iPad/Chromebook other than the ChromeOS operating system supported by the district. Some web apps will be available to use when the iPad/Chromebook is not connected to the Internet.

➤ Hardware

In accordance with District Policy, moving, repairing, reconfiguring, modifying, or attaching external devices to the computer equipment/network without proper permission and reconfiguring, modifying, or attaching external devices to the iPad/Chromebook without proper permission is prohibited.

➤ Records

The district will maintain a log of all iPads/Chromebooks that includes the iPad/Chromebook serial number, asset tag code, and name/student id number of the student assigned to the device.

➤ Users

Each student will be assigned an iPad/Chromebook for the current school year at McKeesport Area School District. Replacement devices will be given out when necessary and the student's record will be updated to reflect this.

➤ Privacy

Students have no expectation of confidentiality or privacy with respect to any usage of an iPad/Chromebook including but not limited to with respect to data stored on the iPad/Chromebook, on the Cloud, or on any District network, nor do they have any expectation of privacy with respect to any app installed by either themselves or the district. The district may, without prior notice or consent, log, supervise, access, view, monitor, and record use of student iPad/Chromebooks at any time, and by any means including but not limited to collecting the iPad/Chromebook, electronic remote access, or the use of monitoring software but excluding monitoring through use of a web cam. The district also reserves the right to alter, add or delete any software, hardware or apps installed on the iPad/Chromebook by the District or by the student.

➤ Copyright and File Sharing

Students are required to follow all copyright laws relative to all media including text, images, programs, music, and video. Downloading, sharing, and posting illegally obtained media on-line is prohibited.

➤ Appropriate Uses and Digital Citizenship

Appropriate use of iPad/Chromebooks, both inside and outside of school, are limited to educational use only. At all times when iPads/Chromebooks are used, students must adhere to District Policies, Procedures, and Agreements

The following guidelines regarding good digital citizenship are provided as guidance for students regarding some of their important duties with respect to use of the iPad/Chromebook. These guidelines are provided as a useful reminder only and are not a complete list of all requirements.

Respect Yourself. I will show respect for myself through my actions. I will select online names that are appropriate. I will use caution with the information, images, and other media that I post online. I will carefully consider what personal information about my life, experiences, or relationships I post. I will not be obscene. I will act with integrity.

Protect Yourself. I will ensure that the information, images, and materials I post online will not put me at risk. I will not publish my personal details, contact details, or a schedule of my activities. I will report any attacks or inappropriate behavior directed at me while online. I will protect passwords, accounts, and resources.

Respect Others. I will show respect to others. I will not use electronic mediums to antagonize, bully, harass, defame, offend, bully or stalk people. I will show respect for other people in my choice of websites: I will not visit sites or disseminate material that are/is sexually oriented, profane, degrading to others, pornographic, threatening, racially, ethnically, or religiously offensive, or otherwise inappropriate, or illegal. (Note: An exception may be made when a student's work on a project assigned under Board approved curriculum may involve accessing or preparing materials that could be considered to include offensive subject matter.

Students must always secure permission of teacher or other designated District personnel before engaging in such use.) I will not enter other people's private spaces or areas. I will not disseminate material that I know to be inaccurate. I will report all knowledge of prohibited materials in the School District internet/network or on District-provided computer equipment immediately to the building principal. I will not obtain or modify files, passwords, or data belonging to other users. I will not disrupt the work of others. I will not impersonate another or use electronic media anonymously or under pseudonyms. I will not attempt to circumvent systems security, guess passwords, gain unauthorized access to local or wide area net resources, or attempt to harm the system or infect it with a virus.

Protect Others. I will protect others by reporting abuse and not forwarding inappropriate materials or communications. I will report all knowledge of such materials in the School District system immediately to the building principal.

Respect Intellectual property. I will request permission to use copyrighted or otherwise protected materials; I will suitably cite all use of websites, books, media, etc. I will acknowledge all primary sources. I will validate information. I will use and abide by the fair use rules.

Protect Intellectual Property. I will request to use the software and media others produce. I will purchase, license, and register all software or use available free and open-source alternatives rather than pirated software. I will purchase my music and media and refrain from distributing these in a manner that violates their licenses.

➤ BYOD (Bring Your Own Device)

Students may opt to bring their own devices to school rather than utilize a school owned device. To do so parents must fill out an electronic BYOD agreement/permission slip. This agreement acknowledges that the parent is aware that the student will be using a home device and it is the student's responsibility for taking care of the device while on school grounds. Like other personal items students may bring to school like books for reading, bicycles, even paper and pencils, there is a risk that the item could be stolen, lost, or damaged. The school will not be responsible for theft, loss, or damage to devices. There will be advantages to your student having their own device like increased familiarity with the device, customization of the device to their preferences, ability to start and finish an activity on the same device at and away from school, but please consider the potential costs. You know your student better than anyone and are the best judge as to whether they are mature enough to follow classroom rules regarding devices, treat the device with the required respect, and handle the responsibility.

The BYOD agreement/permission slip can be found at: <https://sites.google.com/mckasd.net/byod>

➤ Tips for sending a home device with a student (BYOD)

- Write down the serial number of the device
 - Serial numbers can usually be found on the back, or bottom of a device.
- Consider insurance
 - Certain home insurance policies, or companies offer device insurance against damage, theft, and loss.
- Security/Tracking programs
 - Programs or apps like Lost My iPhone, or Android Device Manager make finding, or disabling a lost or stolen device much easier than it used to be.
 - External devices like Apple AirTags, or Tile devices can be attached to the device or placed under the case to allow tracking of a device that normally does not have this capability.
- Device recommendations
 - Almost any device that can connect to the Internet will be useful although some programs may require a laptop to be fully functional.
 - Laptops or tablets more than 5 years old offer limited usefulness.
 - No gaming devices. For instance: Nintendo, or PlayStation brand devices
 - Mobile phones cannot be used for school use. The small size of the screen severely limits the usefulness of these devices.
 - Laptops, Chromebooks, and Tablets with a screen size of 10.5 inches or larger is required.

➤ Device Care and Maintenance

Students are responsible for the general care of the iPad/Chromebook and charger which they have been issued by the McKeesport Area School District Technology Department. At any time, if an iPad/Chromebook is found to be broken or fails to work properly, the student should report the damaged device to their homeroom teacher at their earliest convenience. Students and parents are prohibited from taking a district owned iPads/Chromebooks to an outside computer service for any type of repairs or maintenance unless instructed to do so by a McKeesport Area School District employee or a device insurance provider and are prohibited from performing any self-repairs or self-maintenance that is not covered in the Basic Troubleshooting section of this guide. Students must never leave their iPads/Chromebooks unattended except when locked in their hallway locker and must ensure the security of their iPads/Chromebooks when used at all other locations outside of the school campus.

➤ General Precautions

- No food or drink should be next to a district owned device.
- Cords, cables, and removable storage devices must be inserted with care.
- An iPad/Chromebook should not be used or stored near pets.
- An iPad/Chromebook should not be used with the power cord plugged in when the cord may be a tripping hazard.
- Heavy objects should never be placed on top of an iPad/Chromebook.
- Students must keep their devices clean and take proper care of their screen and keyboard.
- Do not use household cleaners to clean the iPad/Chromebook, especially the screen.
- Students may not attempt to remove or change the physical structure of the iPad/Chromebook, including the keys, screen cover, and/or case.

All problems with iPads/Chromebooks must be reported promptly to the Classroom Teacher, Technology Department, and/or Principals' Offices

➤ Carrying of the iPad/ Chromebook

- Always transport iPads/Chromebooks with care. It is best to carry the iPad/Chromebook to and from school in a backpack and/or bag.
- Never lift iPads/Chromebooks by the screen.
- Never carry Chromebooks with the screen open.
- Never take the iPad/Chromebook case and cover off the district owned iPads/Chromebooks.
- Do not lean against the device or on your backpack with the device inside.

➤ Screen Care

The iPad/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 an iPad/Chromebook when it is closed.

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).
Only clean the screen with a soft, dry microfiber cloth or antistatic cloth.
Never leave your Chromebook open and unattended. Always close the lid when you are not around.

➤ Cleaning

An important part of taking care of your electronic device is knowing how to clean and disinfect the device when it becomes necessary. Dust, fingerprints, and debris can build up on the device over time. Periodic cleaning helps ensure that the device will function properly and will be pleasant for the student to use. While these steps are specific to Chromebooks and iPads many of them can be used for other devices such as phones, tablets, laptops, and desktop PCs.

What do you need to clean and disinfect your device?

- ❖ Make sure to use bleach-free disinfecting wipes e.g., Clorox or Lysol brand Disinfecting Wipes (Yellow container), a solution made of 40% rubbing alcohol and 60 percent distilled water mixed in a spray bottle or a small amount of warm water sprayed on a lint free cloth.
- ❖ A non-toxic general-purpose cleaner such as the ready to use formulation of “Simple Green” all-purpose cleaner sprayed on a lint free cloth can also be used for the screen, outside casing, and the Gumdrop bumper case.
- ❖ Microfiber cloths or lint free soft cleaning cloths.
- ❖ Specialized electronic cleaning cloths are also available and can be used. Use these as directed by the manufacturer’s instructions.
- ❖ Lastly, a can of compressed air, this is optional but a good option to remove dirt or dust from ports and other hard to reach areas.
 - Note: If using compressed air short sweeping bursts are the most effective. Long sustained bursts of compressed air should be avoided.

Precautions to be aware of.

- ❖ Never use harsh cleaning supplies such as undiluted bleach directly on electronics as they can damage screens and other components of a device.
- ❖ Never spray any cleaning solution directly onto a Chromebook or any electronic device. You should always apply the cleaning or disinfecting solution on a microfiber or lint free cloth and then apply it.
- ❖ Lastly, if you are using a bleach-free disinfecting wipe or cloth with a solution on it, be sure to wring it out before wiping down a device. We want to disinfect the electronic device and not damage it.

Cleaning and Disinfecting your Chromebook or electronic device.

- ❖ Power down the Chromebook or device.
- ❖ Disconnect any cables or peripherals that are plugged into your device. Including the Gumdrop bumper case. This helps clean all parts of your device.
- ❖ If you have the optional compressed air this is a good time to go over the device with the air can to remove any crumbs or dust from the device and its ports. (When using compressed air, make

sure to use short bursts and never turn the can upside-down as this could result in skin irritation and damage your device)

- ❖ Use the disinfectant wipe or apply a small amount of rubbing alcohol/distilled water solution to the cloth and completely wipe down the entire Chromebook, including the screen and around each key of the keyboard. Use a small amount of pressure to remove any fingerprints or smudges on the screen, but not too much since this could damage the display. If you are not comfortable using the cleaning solution on the screen, you can buy disinfectant wipes specifically designed for LCD and laptop screens.
- ❖ Once everything is dry, you can use a new dry microfiber cloth to buff the screen to remove any haze that might be left behind on the display from the disinfecting process.
- ❖ Always return your device dried. Storing a device that still has water/cleaning solution on the device can damage the device or cause molds to grow on the device while in storage.

The cleaning techniques described above can be used as a general cleaning and disinfecting guideline for all personal or in-class electronic devices throughout the school year.

➤ Barcode and Tags

All iPads/Chromebooks are labeled with a District asset tag.

Asset tags and serial numbers may not be modified or tampered with in any way. Students may be charged up to the full replacement cost of an iPad/Chromebook for tampering with a district asset tag/serial number or turning in an iPad/Chromebook without a district asset tag/serial number. If an asset tag falls off or becomes damaged, notify the Technology Department immediately.

➤ When a student's iPad/Chromebook Is Unavailable

A student may not opt to keep an inoperable iPad/Chromebook, or to leave an iPad/Chromebook at home, to avoid doing class work. If a student does not bring their iPad/Chromebook to school, they may be required to borrow an iPad/Chromebook, under the procedures listed below. The district notes, however, that it has a limited number of spare iPads/Chromebooks; priority in use of these "loaner" iPads/Chromebooks is given to students whose iPads/Chromebooks are under repair.

If a student does not bring their iPad/Chromebook to school they may check out a "loaner" iPad/Chromebook for the day if available.

The students that obtain a "loaner" will be responsible for returning the borrowed device and charger to the Technology Department before the end of the school day unless specifically instructed otherwise by a member of the MASD Technology staff and may be subject to limitations by the MASD Technology Department or building principal.

If a "loaner" (iPad/Chromebook and/or charger) is not turned in by the end of the school day, the Technology Department will submit a report to the principal's office.

iPads/Chromebooks and chargers which are loaned to students when students leave their device at home may not be taken home by the student unless specifically instructed otherwise by a member of the MASD Technology staff or building principal.

➤ iPads/Chromebooks being repaired

McKeesport Area School District reserves the right to either repair a student's damaged/non-functioning iPad/Chromebook and return the iPad/Chromebook to the student or issue a replacement iPad/Chromebook to the student to be used for the duration of the school year as deemed appropriate by the Technology Department. Any data stored directly on the Chromebook may be deleted during the repair process. Always remember to save any important work to the cloud.

➤ Cost Incurred for Lost or Destroyed iPads/Chromebooks

Students/parents will be responsible for the replacement cost of any iPad/Chromebook and/or charger that is not turned in at the end of the school year or upon the student's transfer or withdrawal, or when the same is/are at any other time lost or stolen, regardless of the reason for the loss or theft. The district may also file a report of stolen property with the local law enforcement authority when an iPad/Chromebook and/or charger are not turned in when required or is otherwise lost or stolen or at any other time that the student is requested to return the device.

The district will repair or replace damaged iPad/Chromebooks and/or chargers resulting from normal use. To the extent not otherwise covered by the warranty, students and their families will be responsible up to and including the full replacement cost amount for damages and/or complete destruction of the iPad/Chromebook or charger.

This includes the cost of damage and destruction whether the same was incurred intentionally or incurred because of negligence.

Unpaid fines and fees incurred because of a student losing, having stolen from the student, or otherwise failing to turn in an iPad/Chromebook and/or charger when required for any reason, or because of total or partial damage to an iPad/Chromebook, may result in reporting to a collection agency. In addition, a student may be subject to any or all the consequences of District policies, procedures, and/or agreements.

➤ Mobile Device Insurance

McKeesport Area School District will once again partner with CPS device insurance for the 2023-2024 school year. CPS delivers high quality device insurance directly to parents through a self-service portal. This allows a quicker and more streamlined process for parents to sign up and have devices repaired for the student.

Insurance is optional but highly recommended for students who expect to take their devices home with them. Students who do not carry insurance will be liable for the full repair or replacement cost of the device. Every student is instantly eligible upon enrollment to McKeesport Area School District or MASD Pre-K Counts. iPads and Chromebooks are eligible for the insurance through CPS. There is no need to remember student numbers or building enrollment to sign up. To access the portal, browse to <https://app.cpscentral.com/k12/6350/>

The Insurance is entirely self-serve through the CPS email k12@cpscentral.com or through their support number 800-905-0443. The MASD Technology Department is unable to check on the status of any insurance claim or coverage. All inquiries need to be processed through CPS.

What's included?

- Standard coverage
- Accidental coverage
- Theft coverage

What is covered?

- Manufacturer defects
- Defects in workmanship
- Accidental drops (of under 6ft)
- Accidental liquid spills
- Cracked/nonfunctional LCD screen (2 occurrences included)
- Hard Drive/SSD failure
- Operating system failure
- Wi-Fi connectivity failure
- Charging Issues
- Theft (\$49.00 deductible)
- Battery replacement (1 occurrence included)
- Power Adaptor Replacement (2 occurrences included)
- Shipping to and from the depot repair center included

What is not covered?

- Cosmetic damage not affecting functionality
- User induced damage
- Negligence

For questions on how to enroll email k12@cpscentral.com

Uninsured devices will incur the full cost of the repair or replacement.

➤ Other insurance options

Parents may also feel free to seek other alternate forms of device insurance to cover loaned devices. A number of options exist by googling "school device insurance".

➤ Estimated Costs (subject to change)

Loss or damage to the device must be promptly reported to the MASD Technology Department.

No replacement or repair of this equipment will occur until payment of the required repair cost if any is owed.

Any student with an outstanding balance with McKeesport Area School District may not be invited to participate in any future lending programs until the balance is resolved, and any outstanding balances are paid in full.

McKeesport Area School District Chromebook Replacement & Repair Costs

Item and Cost (\$)

Apple Ipad Full Loss: \$300

MAXCases Shield Case for Ipad - \$35

Dell Chromebook 3100/3110 Full Loss (Unrepairable): \$ 325

Dell Chromebook 3100/3110 Keyboard: \$60

Dell Slim Power Adapter with cord: \$65

Dell Chromebook 3100/3110 LCD Screen: \$100

Dell Chromebook 3100/3110 LCD Back Cover Lid: \$55

Dell Chromebook 3100/3110 Bottom Base Cover: \$50

Dell Chromebook 3100/3110 Battery: \$120

Dell Chromebook 3100/3110 Web Camera Replacement: \$20

Dell Chromebook 3100/3110 Palm rest Touchpad: \$60

DropTech case for Dell Chromebook 3100/3110: \$20

- ❖ The district reserves the right to amend the above Replacement and Repair Costs at any time. If repair costs exceed the full replacement cost, the computer can be considered a total loss and the full replacement cost charged instead.

➤ Basic Troubleshooting

Many problems can be resolved easily. Some common problems are discussed below. You can also email chromebooksupport@mckasd.net and someone will respond to you as soon as possible.



Page not loading? Try the refresh key!



Power off or sign out and sign in again. This may take more than one attempt. Most problems resolve with this step.



Delete files in your downloads (located in your Google Drive).



Adding too many extensions will slow your browser and cause pages to close. Disable extensions through the Chrome toolbar under *More Tools* ➡ *Extensions*.



Charge your Chromebook each night. Power off your Chromebook between classes or extended times of non-use.



When charging, check to see if the charging light is powered on. If not, remove the charger and re-plug securely in.

- ❖ If someone has changed the keyboard settings. Click SHIFT-ALT to set it back to the US keyboard. Check to make sure the language was not changed:
<https://support.google.com/chromebook/answer/1059490?hl=en>
- ❖ If the image on the home screen is rotated:
Ctrl-shift-reload/refresh will rotate the entire screen by 90 degrees each time it is pressed.
- ❖ If a Chromebook is having issues, turn it off and then on again. (Resetting a device is only done by a technician.)

- ❖ No sound on headphones:
Make sure headphones are plugged in properly and there is no dirt in the plug
Make sure the mute button is not pushed



- ❖ Device not charging / will not turn on (Battery Reset):
When a device drops below 1% charge the battery may need reset. To do this:
 - Unplug the Chromebook
 - Hold down the power and refresh button at the same time for at least 10 seconds. The power light should flash white and turn off again.



- Plug the Chromebook back into the charger
 - Press the power button
- ❖ Asset tag falls off:
 - If the asset tag (located at the bottom right of the screen when opened) falls off for any reason, retain the tag if possible and return the tag and Chromebook to a member of the MASD Technology Staff. The Chromebook or tag will be replaced with a new one, and the returned Chromebook will be inventoried with the new tag placed on the device.

➤ How to contact the technology department.

For general Chromebook support or to make an appointment for cyber student Chromebook repair/pick up email chromebooksupport@mckasd.net.

In school support and loaner devices can be requested from the MASD Technology Department by having teacher/aid/other authorized personnel submit a request through the district's technology workorder system.