



Chromebook Care and Use Guide

The procedures, guidelines, and information within this document apply to all Chromebooks used at South Amboy Public Schools (SAPS). Teachers may set additional requirements for use within their classrooms.

TAKING CARE OF YOUR CHROMEBOOK

Students are responsible for the general care of the Chromebook they have been issued by the school. Chromebooks that are broken or fail to work properly should be taken to school to have their teacher create a help desk ticket. Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance. Damage, loss, or theft must be reported immediately.

GENERAL PRECAUTIONS

- No food or beverages should be near your Chromebook.
- Cords, cables, and removable devices should be inserted carefully into the Chromebook.
- Chromebooks should not be exposed to extreme temperatures (hot or cold).
- Do not add any stickers or any other decorative items that would alter the appearance of the Chromebook from when you received it. Do not tamper with school tags that are present on the Chromebooks.
- Students should never carry their Chromebooks while the screen is open.
- Do not place your Chromebook on uneven surfaces where they might be subject to an accidental fall.
- Chromebooks should never be left in an unlocked vehicle or an unsupervised area.

SCREEN CARE

The Chromebook screens can be damaged if subjected to rough treatment and are sensitive to excessive pressure.

- Do not lean on the top of the Chromebook when it is closed.
- Do not place anything on the keyboard before closing the lid (e.g. pens or pencils, flash drive, etc.).
- Do not use anything that may mark or scratch the screen surface.
- Chromebooks do not like when you touch their screen. In fact, they might react negatively by blurring or cracking themselves if you touch their screen too hard with any object. This includes your finger, a pen, a pencil or any other item.
- Clean the screen with a soft, dry cloth or anti-static cloth. Do not use liquid to clean the screen.

USING YOUR CHROMEBOOK AT SCHOOL

- Chromebooks are intended for use at school each day. Students are responsible for bringing their Chromebooks to all classes, unless advised otherwise by their teacher.

- Carry and transport your Chromebook with care as the screen can easily break. Be sure the lid is completely closed and secured before transporting your Chromebook. Be certain all objects are out of the way before closing the screen.
- Keep your Chromebook in the case provided to you when not in use. Even when the Chromebook is in your backpack, it should be inside the case provided.
- Never lift the Chromebook by the screen. Hold the Chromebook from the bottom.
- Use caution when carrying the device in a case or backpack. School supplies, books, earbuds, etc., may put too much pressure and weight on the Chromebook screen.
- When transporting your Chromebook in a backpack or other carrying case, place it down gently, and remove the device before storing the bag. Never leave your Chromebook unattended at school, unless it is placed in a secured location, as defined by school staff.
- Unplug your Chromebook when it is not charging.
- Use of a Chromebook in school is subject to rules, procedures and instruction of school staff members.

CHROMEBOOKS UNDERGOING REPAIR

- Loaner Chromebooks may be issued to students when their Chromebooks are out for repair.
- Students are responsible for the care of the loaner while it is in their possession and are subject to the same policy and procedure agreement signed for the original unit.

FULLY CHARGED BATTERIES

- Chromebooks should be brought to school each day with a full charge.
- The port on the power adapter is fragile – insert and remove with care every time.
- Do not carry your Chromebook around with the power adapter plugged in.
- When not in use, wrap your Chromebooks power adapter up so the cords don't become tangled/knotted.

MANAGING YOUR FILES & SAVING YOUR WORK

- Student files should be stored in Google Drive.
- SAPS is not responsible for loss of student work.

APPLICATIONS ON CHROMEBOOKS

- The applications originally installed by South Amboy Public Schools should remain on the Chromebook.
- The school does not accept responsibility for the loss of any data or software deleted due to a re-format or re-image.

OPERATING SYSTEM AND SECURITY

- Students may not use or install any operating system on their Chromebooks other than the current version of Chrome OS that is supported and managed by the district.
- Always be on the alert for suspicious emails that contain links and websites that ask for personal information such as name, date of birth or passwords.

CHROMEBOOK IDENTIFICATION

- Chromebooks will be labeled in the manner specified by SAPS.

- Students will not remove the Chromebook serial number or asset tag number. If stickers have or appeared to be falling off, students should alert their teacher.

INTENTIONAL OR NEGLIGENT DAMAGE

Students could be held partially or fully responsible for damages/loss to their Chromebooks. Examples include:

- Liquid/beverage spills on the Chromebook.
- Deliberate damage, neglect or abuse caused by you or others you allow to use your Chromebook. This includes intentionally marking, defacing and/or abusing the Chromebook. Also damage caused by tampering with hardware components to alter district configurations.
- Leaving the Chromebook unattended or failing to secure it per school recommendations.
- Leaving the Chromebook in an unlocked car, locker, or on the bus.
- Mysterious disappearance of the Chromebook - meaning the Chromebook user has no knowledge as to the place, time, or manner of the loss.

CHROMEBOOK TECHNICAL SUPPORT

Procedure to open a service request with the South Amboy Public Schools Technology Department:

- All repair requests must be made to the SAPS Technology Department through the district help desk ticketing system.
- If a student experiences an issue with their Chromebook, they will notify the teacher of the issue. The teacher will then submit the ticket.
- If the Technology Department does not have an immediate resolution, and the unit is inoperable, the student will be issued a loaner Chromebook, upon availability, to use during the school day until the problem with their Chromebook has been resolved.
- Students will be notified when their issue has been resolved. Service and repairs will be documented and reviewed to ensure the proper use and/or maintenance of the Chromebook. Excessive requests for service/repair are subject to review by the school administration.