



## LEARNING PROGRAM

**At Argo, we utilize One2One technology deployment to support student learning. We provide every student with a computing device to help elevate our curriculum and facilitate instruction. For this initiative to be successful, we are relying on our students to come to school every day prepared to learn. Below are some guidelines for our students to help them exceed our expectations.**

# PROPER CARE AND EXPECTATIONS

### **Charging Devices**

Students should charge their device every night, and bring their device and all accessories to school daily.

### **Device Cases**

Students should not remove their device from the hard-shell case for any reason, and when not in use, devices should be properly stored in school issued carrying cases – not in backpacks with other books.

### **Food and Drinks**

Students should keep all food and drinks away from their device.

### **Student Restrictions**

Students are solely responsible for their device and all activity on their device and should not attempt to modify or circumvent device restrictions, or let others use their device in a harmful way.

### **Cleaning Devices**

To clean their device, students should use screen cleaner and a soft non-abrasive cloth. Students should never spray liquid directly onto the device and we recommend cleaners specifically designed for screens, as water and other cleaning solutions with chemicals like ammonia can damage the screen.

### **Battery Life Settings**

The default settings on your device have been optimized for daily school use, however you have additional options to manage your battery life. Reducing screen brightness, disabling WiFi when you are not using it, and closing software that you are not using will all help to preserve your battery.

### **Devices can be used with WiFi outside of Argo.**

While connected to these networks, One-2-One devices are configured to filter internet content as if they were still connected at Argo.

### **Surface Device Kickstand**

Students should not be leaning on Surface devices, nor putting any weight on the device when the kickstand is extended. The kickstand was designed to support the weight of the device, not the weight of a person. Any damage to the hinge of the kickstand, will be assessed a damaged device fee.

# FREQUENTLY ASKED QUESTIONS

## Will Students Take Their Device Home?

Yes. Students should take their devices home for school work and to charge them. Students will be required to keep them and transport them safely in the protective case provided by the district.

## What Do I Do if the Device is Damaged, Lost or Stolen?

If a student's device is lost or stolen, you or your child must report it immediately to ACHS in the Deans' Office. If a student's device is damaged, please stop by the Technology Office in Room 140 as soon as possible.

## Will I Be Able to Connect to WiFi Outside of Argo?

Parents may allow their child to connect to the Internet at home and outside of school. Students will be bound by the same policies, procedures, and guidelines as at school (see the Device User Agreement and Student Handbook).

## What Control Do Parents Have Over the Device?

At home the parent is in charge. Parents have the right to make the rules as to when your child can use the device at home.

## Is There Any Software Pre-Installed on the Device?

All devices come preloaded with Windows 10 Operating System and the following applications: Microsoft Office 365 (Word, Excel, PowerPoint, Publisher, OneNote, OneDrive and Outlook), Adobe Reader, and more. Additional software/apps will be available in the Software Center, the Argo Microsoft Store or loaded as needed, per the teacher's request.

## Can Parents Use the Device?

While the devices are meant for student use, we encourage parents to explore and learn alongside their children. We also encourage parents to check the devices on a regular basis to see how their students are using them.

## Will the Internet be Filtered on the Device?

ACHS uses software designed to block access to certain sites and filter content as required by law. The content filter is applied both at school and at home. ACHS is aware that not all inappropriate information can be filtered and the district will make an effort to correct any known gaps in the filtering of information without excessively inhibiting the educational use of age appropriate content. Users should inform teachers or administrators of any inadvertent access to inappropriate material, so we may better our filtering process. ACHS educates students about appropriate online behavior, including interacting with other individuals on social networking Web sites and in chat rooms including cyber bullying awareness/response.

## Can I Install Additional Software/Games/Etc.?

Any additional software that can be installed is available in the Software Center or the Argo Community High School Microsoft Store on the device. If there is software that you would like to install that isn't available in the Software Center or Microsoft Store, requests and suggestions can be made through your teacher or at the Technology Office in room 140.

## What's Included with the Device?

A One-2-One device, charging adapter with cable, and a stylus pen and detachable keyboard if applicable. All participating students can request a soft carrying case or backpack.

## What If I Forget My Device at Home or Forget to Charge It?

Your teachers will provide you with other tools to use during the school day so that you can still participate in the classroom activities and lessons. However, it is an expectation that you will bring your device fully charged to school every day.

## How Will We Receive Technical Assistance?

Students can stop by the Technology Office in Room 140 before or after school or the TechDeck in the cafeteria during their lunch period for assistance throughout the year.

# QUICK FIXES

**Most issues are solved by simply restarting the device, but here are some quick fixes if restarting the device does not solve your issue. If you are still having issues, please come to the Technology Office in Room 140.**

## Will Not Shutdown or Restart

If your device is unresponsive and will not Shut Down or Restart, you should attempt a Force Shutdown by holding the Power Button for 15 seconds or until your device powers off. After completing a Force Shutdown, press the Power Button one time to turn the device on again.

## Will Not Power On (Microsoft Surface Devices)

If your device is unresponsive and will not power on, even if its plugged into the charger and should have battery, you may need to Hard Reset the device by holding the Power Button and Volume + button simultaneously for 30 seconds. After completing a Hard Reset, press the Power Button once to turn the device on again.

## Pen Not Working

If your Pen will not write on your device, restarting the device may solve the issue.

To restart your surface, click the Windows icon in the lower left-hand corner of the screen, then click the Power icon, and choose restart.

If restarting device do not resolve the issue, you may need a new Pen tip or battery. The Pen tip should have a small grey tip with a black plastic casing and should not bend. If the black casing around the grey nub is bent, broken or missing, or if the grey nub is excessively exposed, dull or shredded, you will need to replace your Pen tip. If you need either a pen tip or battery please bring your pen to the Technology Office in room 140. It is not recommended that you open your pen or try to service it yourself as you may cause damage if not done carefully and properly.

## Charger Not Working

If your device will not charge, remove all accessories connected to your device including the charger, and remove the charger from the outlet.

Inspect the device to make sure there isn't any dust, debris or damage to the charging cable or charging port. Gently clean any easily removable dust or debris from your device, and reconnect the charger to a working outlet and the device. If there is debris stuck in the charging port, please bring it to Technology Office in Room 140 for service.

Do not attempt to remove any debris that is stuck in charging port on your own, as there is a high potential to permanently damage the port.

If you see any damage to the charger or charging port, please report it to the Technology Office in Room 140 immediately.

## No Log on Servers Available

This message occurs when the surface is not connected to Argo's WiFi and you are signing into the device for the first time. You must be at Argo. Once you are, check the WiFi indicator at the bottom right hand corner of the login screen. If the indicator is lit white please wait 30 seconds and try again. If the indicator is greyed out please click on the indicator and connect to ACHS. It should not prompt for username and password. If you are prompted for a username and password please see the Technology Office in Room 140.

## Keyboard Not Working

If your keyboard is not working, first try restarting your device. To restart your device, click the Windows icon in the lower left-hand corner of the screen, then click the Power icon, and choose restart.

If you have a Surface device with a removable keyboard you can try resetting the keyboard by carefully disconnecting and reconnecting it to your device. When disconnecting your keyboard, you may want to inspect the pins on the keyboard and connection point on your device for dust, debris or damage. Gently clean any dust or debris from the device and reconnect the keyboard. Report any damage to the Technology Office immediately.

If your device does not have a removable keyboard and still does not work after restarting please bring your device to the Technology Office in Room 140

## Stuck in Tablet Mode

If your device has a removable keyboard you can try disconnecting and reconnecting your keyboard. When the keyboard reconnects you should be prompted to turn off Tablet Mode.

If you have a 2 in 1 device you can try folding the keyboard completely back behind the screen into Tablet Mode and then slowly folding the keyboard back bring the device back to Laptop Mode.

You can also check your settings by clicking the Windows icon and clicking the Gear icon for settings. Search for Tablet Mode Settings. Make sure your settings are set correctly. It is recommended that you have your tablet mode settings set to the following:

- **When I sign in:** Use the appropriate mode for my hardware
- **When this device automatically switches tablet mode on or off:** Always ask me before switching



## Lockdown Browser Not Working

If the lockdown browser is not loading content, restart the browser by closing all active browser windows and then relaunching the browser.

If restarting the browser does not resolve the issue, restart your device by clicking the Windows icon, then click the Power icon, and choose restart.

# QUICK FIXES

## Restart

- Click the Windows icon  in lower left-hand corner of screen
- Click the Power icon 
- Click Restart

**Restarting your device and allowing software updates to install will help resolve most of your tech issues.**

## Force Shutdown

- Hold down the power button on the device for 15 seconds or until the device powers off.

**Force Shutdowns are used when the device has become unresponsive or will not shut down.**

## Hard Reset for Surface Devices

- Hold down the Power Button on the device and the Volume + button simultaneously for 30 seconds

**You should only Hard Reset your device as last resort and only if your device is unresponsive and you've already tried to Restart and Force Shutdown.**


## Move/Copy in OneNote

- Navigate to the page/section you want to copy
- Select the page (side bar) or section (top bar) you want to copy
- Right-click on the selected page/section and select Move/Copy
- A new window will open up
- Navigate to the section you want to place the page/section and then choose Move or Copy buttons below

## Customize OneNote Ribbon & Quick Access Toolbar


- Click File
- Click Options
- Click Customize Ribbon or Quick Access Toolbar
- Highlight the option to add or remove from each column
- Import/Export menu options designed by other users

## Connect to Wi-Fi outside of Argo

- Click on the WiFi icon  bottom right corner of the screen
- Find and select the network you wish to connect to
- Enter username/password if needed and click continue


**When connecting to public WiFi networks, you may be able to connect to the network without a password but might need to open a web browser and accept terms and conditions to gain internet access.**

## Managing Battery Life

- Select the battery icon  bottom right corner of the screen
- Select power and sleep settings.
- Select additional power settings under Related Settings
- Select the power plan that best suits your needs

**Power settings can be adjusted when performing intensive tasks such as video editing, graphic design, and computer aided design, or to extend battery life. Also, there is an app available in the Software Center that will restore your power settings to the Argo optimized default.**

## Find Existing Software



- Click the Start button  to browse all software.
- Search for existing software in the search bar on the bottom left side the screen.

## Install New Software through Software Center

- Open the Software Center (start menu or search bar)
- Click on the software you need
- Select install button.

**Only install software that you will use, having too much software installed on your device can slow down it down and limit the available space for files.**

## Change Default Software

- Click the start button 
- Select the gear icon  on the left for Settings
- Type "default" in the search bar at the top
- From the list select Default app settings.
- Scroll to the bottom of the page
- Select Set defaults by app
- Select the program you wish to use as the default
- Click the Set this program as default

**A computer's default program settings associate a file type with a particular software. Once a default is set to a file extension this program always opens a file that ends with its associated extension.**