

# TACOMA

PUBLIC SCHOOLS



## Laptop Handbook

Student and Family Guide

# Student Laptop Handbook

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# Student Laptop Handbook

## Student Laptops

Providing a district laptop to each Tacoma Public Schools (TPS) student creates consistency and continuity for students, families, and teachers while ensuring equity and access to a centralized, digital learning environment for K-12 TPS students.

### What to Expect

TPS students receive a laptop, charger, and headset to keep year-round while registered and attending school in the district. New students receive their laptops directly from their school.

Students keep their laptops until they leave the district or receive a replacement under a TPS technology refresh initiative using a four-year lifecycle. TPS students receive new laptops in the first, fifth, and ninth grades.

### Use of Personal Electronic Devices

TPS provides district-approved software, ongoing support, and secure devices to protect students from hacking, security breaches, and malicious activity. It's important to note that personal devices are not permitted on the TPS network. Students cannot access the district network using personal devices on campus.

**Note:** *We are unable to offer technical assistance with personal devices.*

## Laptop distribution and frequency

Students in Grades K-12 receive a district laptop, charger, and headset for use year-round.

The replacement cycle occurs in grades first, fifth, and ninth.

All K-12 students will be provided with laptop access. Every student in the district currently has a laptop (whether accessed in the classroom or assigned to the student).

Beginning in kindergarten, each kindergarten classroom in the district will be set up with a laptop cart for students to use while in kindergarten. The laptops remain in the kindergarten classroom when the student moves to the first grade.

Students will receive a new laptop in the first, fifth, and ninth grades. These laptops will stay with the student for four years – the laptop's life cycle – and are available throughout the year. After four years, these students will receive a new laptop during the technology refresh.

Every newly enrolled student in grades 1 through 12 will receive a laptop, charger, and headset that will stay with them for the four-year life cycle of the unit or until the student leaves the district, whichever comes first.

### New Enrollment

Students who enroll in the district will receive a laptop, charger, and headset from their school. Schools will notify students when and how to receive their assigned laptops, chargers, and headsets.

### In-District Transfer

Students keep their assigned laptops when changing schools within the district.

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## Parent/Guardian Responsibilities

The district encourages families to engage and participate in their student's learning at home by monitoring the student's use of district hardware and applications.

Suggestions:

- Help manage your student's password.
- Have your student use their laptop in a shared space at home.
- Promote safe, appropriate use for educational purposes.
- Please remind your student to charge their laptop overnight in a safe, secure location.

## Student Responsibilities

### Classroom Use

Students should bring their laptops to school fully charged. [Board Regulation 2022R - Electronic Resources and Internet Safety](#) provides more information about the requirements.

While on campus, students should:

- Store the laptop in a backpack or separate case when not used.
- Charge the laptop overnight, ready for use at the beginning of the day.
- Bring the power cord in a backpack or separate case.
- Never leave your laptop or accessories unattended.

### Off-Campus Use

- Store laptops out of reach from pets and other possible hazardous conditions.
- Keep the laptop at a reasonable temperature. Do not leave the equipment outdoors or inside a car in extreme temperatures for extended periods.
- When the laptop is in use or charging, ensure that proper airflow around the device is possible. Do not use the computer on soft surfaces like pillows and blankets.
- Do not leave your laptop or accessories unattended; store them in a secure, safe location.
- To ensure the laptop continues to perform at its best, we recommend restarting it at least once a week. Restarting clears out temporary files, refreshes system memory, and allows important updates to install properly. This simple step helps prevent slowdowns, resolves minor software glitches and keeps your laptop in top shape for daily activities. Make it a habit—choose a day of the week that works for you and give your laptop a fresh start!

### Acceptable Use

Expectations for student behavior online are no different from face-to-face interactions.

Students must use district laptops per [Board Regulation 6973R - Acceptable Use Regulation for Digital Resources](#).

Students are responsible for the general care of their district laptops.

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General care includes:

- Not placing food or drink beside devices and always keeping the laptop dry.
- Carefully insert and remove cords, cables, and removable storage devices into the laptops.
- Not adding stickers or permanent markers to the laptop lid
- Leave the TPS inventory and ID labels on the laptop.
- Never lean on or place heavy objects on the laptop when open or closed.
- Not placing items on the laptop keyboard and shutting the lid.
- Using only a clean, slightly damp, lint-free cloth to clean the laptop. DO NOT spray liquid directly onto the laptop screen; avoid getting moisture in any openings.

## Digital Rights and Media Literacy

Digital rights include respectful, responsible, safe, and healthy behavior related to technology use, including digital and media literacy, ethics, etiquette, and security. Digital rights include accessing, analyzing, evaluating, developing, producing, and interpreting media, Internet safety, and cyberbullying prevention and response.

Read more about digital rights and media literacy in [Board Policy 2023 - Digital Rights and Media Literacy](#).

## Electronic Resources and Internet Safety

Students are responsible for using electronic resources provided by the district.

[Board Regulation 2022R](#) provides information about student responsibilities on the district network while using approved electronic resources, internet safety, copywriting, and data privacy.

## Checking in a Laptop

Students will return the laptop and charger to the school or site where the student is enrolled. Return laptop and charger when:

1. The student unenrolls in the district. *This does not apply to students who transfer schools within the district; laptops/chargers remain with students for the four-year life cycle regardless of which Tacoma Public School students attend.*
2. Graduating Student.
3. The student laptop is nearing the end of its four-year life cycle and needs to be refreshed or replaced. Technology Services will inform you when to exchange it.
4. If something is wrong or damaged with the laptop, it must be checked in for service.

Students will keep their assigned laptops and chargers when they move from elementary to middle school and middle to high school or if they opt to change schools within the district.

## Unenroll/Leave the District.

Students must return and check their assigned laptops and chargers when unenrolling from the district. Schools will communicate when and where to return the laptops.

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## Graduation

Graduating seniors must return their laptops and chargers at the end of the school year. Your school will provide specific information regarding the laptop return date and process.

## Laptop Refresh

Students assigned a laptop eligible for a refresh will be notified by their school regarding how to turn in their old laptop and charger to receive a new one.

## Hardware Specifications

The following information details the student laptop hardware specifications. The following specifications are the district standard for student laptops beginning in 2019. These hardware standards are subject to change as new technology becomes available. All students will use their assigned district laptop and charger until the end of the laptop's four-year lifecycle.

## Laptop with Headset

Each student is provided with a Dell laptop and a headset. According to the distribution schedule, students will receive a new laptop at regular intervals.

## Software Specifications

The district uses Microsoft products for operating systems and general applications. Student laptops include Microsoft Office 365 software and applications. The Microsoft 365 program provides cloud-based access to all Office applications, no matter where a student accesses it on a network connection.

## Operating System

Microsoft Windows 11

## Global Settings

Student laptops have specific global settings which include, but are not limited to, the following:

- Laptops cannot be shut down; available power options are Sleep, Restart, and Lock.
- Windows updates are managed by the district and run automatically.
- Power settings are set to go to sleep after 2 hours of inactivity if on battery power.
- OneDrive is set for automatic sign-in and sync.
- Web filtering enabled.
- Anti-malware installed.
- AppLocker enabled (prevents the use of unauthorized applications).
- State assessment links are on the Windows log-in screen (students must sign out to access them).

## Approved Software and Application

The district reviews all requests for software and application use for staff and students. The review process includes the protection of student and staff data privacy and curricular alignment.



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Students or guardians can find district-approved or denied software and applications in the [Tacoma School District's Technology Toolbox](#).

A district school staff member should make requests for software from students or guardians.

## Internet Browsers

### Microsoft Edge (default)

Edge is the district's default browser. The district configures applications, bookmarks, and programs to facilitate easy and consistent student access to standard links.

Alternative browsers are available on an as-needed basis.

## Technology Support

Technology Services provides year-round student support for system maintenance, hardware repairs, and software or application support.

### Request Help

Students or guardians must contact the Help Desk for technology support. The Help Desk is available year-round, and students or guardians can request technology support by:

1. Calling (253) 571-4357 during business hours between 6:30 a.m. – 4:00 p.m.
2. Submit email requests to [studenthelp@tacoma.k12.wa.us](mailto:studenthelp@tacoma.k12.wa.us).
3. Submitting a [New Incident](#) by clicking the blue "?" icon on the student desktop or visiting <https://techselfserve.tacoma.k12.wa.us/welcome.portal> and logging in with your student username and password.

### Laptop Assistance

When technical assistance is needed, Help Desk technicians may resolve the issue remotely; however, physical hardware problems will require in-person laptop troubleshooting. If the technician needs to keep the computer for repair, the school will exchange the broken laptop for a replacement laptop.

Dell warrants the laptops from defects in materials and workmanship. This limited warranty covers regular use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair the laptop or provide a laptop replacement. The contract does not warrant damage caused by misuse, abuse, or computer viruses.

Students or guardians must contact their School Tech Liaison to arrange the replacement of their laptop.

### Software Maintenance

The district performs routine remote maintenance on student laptops throughout the year. The district manages all system, software, and application updates which run automatically. Therefore, students do not need to initiate any updates to their software.



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## Family Support Center

Please visit the [Family Support Center](#) to view videos and tutorials regarding standard student laptop troubleshooting, applications, and Schoology.

## Laptop Loss/Theft/Intentional Damage

When a laptop is lost, stolen, or vandalized, students or guardians must report the incident immediately to the school administrator. Schools should refer to district policy and [Board Policy 3520](#)— for guidance on how to proceed.

Students will receive a replacement laptop if theirs is stolen, lost, or unrepairable. Students must follow the acceptable use and liability guidelines to keep their laptops safe and secure when not in use.

Intentional damage is not covered under the district warranty and must be reported to the school administrator as soon as it is discovered. Purchasing may investigate the damage and assess a fine to repair or replace the laptop. The cost is based on the age of the computer, the specific repairs required, and [Board Policy 3520](#).

## District Fines and Fees for Lost/Replacement Equipment

In accordance with [Board Policy 3520](#) and [Board Regulation 3520R - Student Fees, Fines, and Charges](#), the district implemented a replacement fee schedule in 2022-2023. The fines and fees schedule is used when students lose or need replacements for specific items.

All schools are required to implement this fee schedule with fidelity, including updating MySchoolBucks to ensure pricing consistency and accuracy.

Students and families should contact their schools for further information.

## Private Laptop Insurance

Homeowners or renters' insurance may provide coverage for your district-issued laptop. You will need to verify coverage with your insurance company.

The following companies provide insurance for electronic devices:

Securranty - <https://securranty.com/Warranties.aspx>

Asurion - <https://www.asurion.com/protect-your-device>

Safeware - <https://www.safeware.com/Products-Services/K-12/Laptop-Insurance>

GoCare - <https://gocare.com/laptops>

Worth Ave. Group - <https://www.worthavegroup.com/product/laptop-insurance/>

These companies are not affiliated with or do business with Tacoma Public Schools. This list is not an endorsement by TPS of any company or service they offer. We are merely providing them as a reference.

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Please investigate and research these and other companies that offer this service before purchasing to determine what is best for you and your family.

Personal insurance purchases or financial obligations are between you and your chosen company. The district has no access or visibility to your insurance policy, and TPS will not be part of any claims process other than to verify that the device was issued to your student.

You are responsible for initiating and managing any claims or reimbursements with the company issuing the policy. The insurance carrier will decide if your claim constitutes accidental vs. intentional abuse.

## **Accessory Replacement**

Laptop accessories include the charger and headset. Accessories are available for purchase from your school. Contact your school for current pricing and to learn how to purchase replacement accessories.

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## Appendix A:

### Setting up Your Computer

Students will sign into the laptop using their district ID. They will read and accept the liability statement with each laptop restart. Students and guardians can review the [Acceptance and Liability statement](#) before receiving a laptop.

### Username and Passwords

Students receive a student ID when they enroll in the district and use the same credentials throughout their time here. Student usernames are the student's IDs.

Students use their username and password to:

- Sign into a district laptop
- Access Microsoft 365 applications, including Teams, Word, and Outlook.
- Access district-approved software and applications.

### Changing a Password

Passwords can be changed or updated at any time during the year in the following manner:

- **I Know My Password**

First, log in to your computer and then press **CTRL+ALT+DELETE**. This will open the browser and load the webpage where students can change their passwords.

**NOTE:** Your new password must contain at least **eight characters**. The characters can be numbers, letters, symbols, or a combination of all three. Do not use the student's **first or last name** or **common words** like **password**, **school**, or **Seahawks**.

- **I Don't Know My Password**

Please ask your teacher for assistance or contact the Customer Service Center at 253-571-4357.

# Student Laptop Handbook

## Appendix B: Student Laptop Set-up Guide

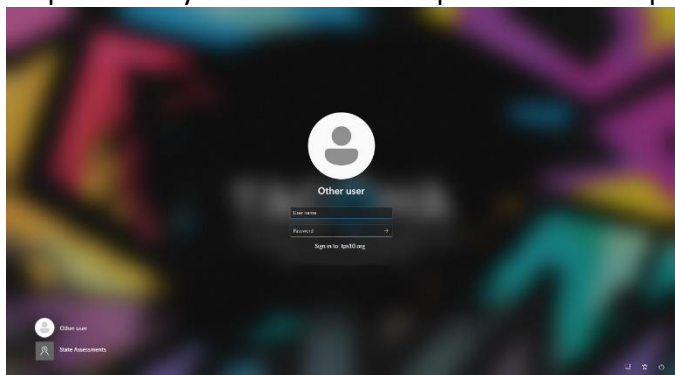
The following steps are completed at your student's school.

Step 1: Tap on the screen or select enter to proceed to the login window.

NOTE: This screen background changes each month, matching the District Calendar.

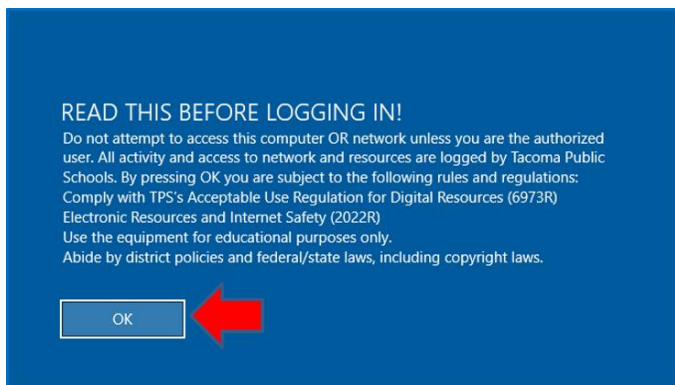


Step 2: Enter your district ID and password. Then press enter to log in.



Step 3: Acceptance of Liability

Read the Acceptance of Liability Information before clicking **OK**.



# Student Laptop Handbook

## Document History

Version	Date	Description	Updated by:
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