



# POTTSGROVE SCHOOL DISTRICT CHROMEBOOK HANDBOOK

Version 2024

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# Welcome to your Chromebook!

Please review this handbook which includes everything you need to know about care and support of this learning tool. The information in this handbook will remain in effect for the duration of time the student is in possession of a Chromebook enrolled in the PGSD Google EDU domain. If you have any questions, please feel free to contact the Tech Support in your building. This handbook will help you make the most out of your new Chromebook, from day one. You can always visit Google for Education (at [edu.google.com](http://edu.google.com)) to get the latest news on Chrome and Chrome OS.

Students and families can review this link for Chromebook Help at [support.google.com](http://support.google.com).

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## Support

1. HS & MS students (or a teacher on their behalf) MUST submit a Tech Support ticket to report any issues or damages. The 'Tech Support' link can be found in the Chrome browser in the building bookmarks on the bookmark bar. Once a ticket is submitted, students should bring the device to the Chromebook Service Desk.
2. Spare devices will be issued to students with a damaged or stolen Chromebook.
3. Students must follow all guidelines listed under "Caring for your Chromebook" in this handbook for any Chromebook or spare device issued to them.
4. Students will be contacted when the repairs are completed and their Chromebook is ready to be picked up.
5. Damages will be communicated to the student's parent/guardian.

**MS Tech Support located in the Library**  
**HS Tech Support located in Tech Room Store**

## Distribution / Withdrawal

Students 6-8

Incoming grade 6 students will receive their device in the first week of school. Students will be brought to the Library to receive their Chromebook. Each student will receive the Chromebook, charging cord, a copy of the Chromebook handbook and the insurance information<sup>1</sup>. Students will keep this device through Middle School (grades 6-8).

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<sup>1</sup> Insurance becomes available to students beginning with grade 6.

### Students 9-12 (24-25)

Students in grades 9-12 (for SY 24-25) will receive their device in the weeks leading up to the start of school. **Prior to distribution, announcements of the date and time will be sent to families.** Each student will receive the Chromebook, charging cord, a copy of the Chromebook handbook and the insurance information. Students will keep this device through High School (grades 9-12).

### Students enrolling mid-year

Students entering mid-year will receive their Chromebook from the MS or HS tech support locations upon their arrival to the building. This may be coordinated with their guidance counselor.

### Withdrawals

Students leaving during the school year **MUST RETURN** the Chromebook to either the guidance office, building main office or Tech Support location at the MS or HS. *If a device is not returned, the full cost of replacement will be charged to the family.*

# Login

Students will login to their Chromebook using their Google email address and password.

## Students' Responsibilities & Expectations

1. The Chromebook is a learning tool and should be with you each day during school. Students in grades 6-12 will be required to take the device between school and home. All guidelines for caring for the district-issued Chromebook apply whilst at home as well as on campus.
2. Care for your device (see "Caring For Your Chromebook").
3. Begin each day with a fully charged Chromebook. Having the Chromebook with you and charged is part of being prepared for class.
4. Your Chromebook includes a charger. Students in grades 6-12 are responsible for maintaining the condition of not only the Chromebook, but also the charger. **(Note - If the school issued charging cord is lost or damaged, students must get a replacement from Tech Support. If applicable, the fee will be covered under the insurance policy, otherwise the cost of replacing the charging cord will be charged to the family. If the district-issued charging cord is found to be defective, a replacement is given to the student at no cost. The charging cord is the property of PGSD and must be replaced by PGSD Tech Support. Third-party charging cords purchased by the student or family are not supported.)**
5. Protect your Chromebook. It is your responsibility to keep the device from damage or theft.
6. Tech Support will provide a charging station in the tech room for students to charge their device for a limited time.
7. Do not remove any district tags or stickers from the device.
8. Do not lend your Chromebook to another student, or use another student's Chromebook.

## Email & Communication

Secondary students are granted access to Google email through the district domain (@pottsgrovesd.org).

1. Students in grades 6-8 may only send emails to, and receive messages from email addresses listed on the allow-list, as well as any email message to/from a pgsd.org or pottsgrovesd.org account. Parents' emails are considered an external email account; therefore your grade 6-8 student will not receive your email message.
2. Students in grades 9-12 may send/receive email outside the district domains for educational purposes and purposes of contacting higher-education institutes.
3. Per the PGSD Acceptable Use Policy ([SB 815](#)), students should have no expectation of privacy. All messages sent and received through the PGSD Google domain (pottsgrovesd.org) are archived and searchable.
4. Students' accounts are not used for commercial purposes.
5. Google Chat or other direct messaging services are disabled for all students.

## Cybersecurity & safety

The district utilizes an Internet content filter that is in compliance with the federally mandated Children's Internet Protection Act (CIPA). All internet activity is protected and monitored by PGSD, both on and off campus.

1. Students will not share their password with another student.
2. Students will report any behavior that does not make them feel comfortable.
3. Students will not create accounts using the district-issued device without the permission of their teacher or PGSD staff.
4. Students will not share personal information online.
5. Students are aware that all communications (e.g. email etc) generated by them are viewable by authorized PGSD staff.
6. Students are aware that public online content (e.g. posts, comments etc) is viewable by PGSD staff, family, friends, colleges, etc.
7. Students will not engage in cyber-bullying.

# Caring for your Chromebook

1. Do not drop, hit or throw the device.
2. Do not remove the keys from the keyboard.
3. Do not allow the device to be placed in an area where it may be stepped on or sat upon.
4. Do not leave the device in a room or car when unattended.
5. Do not leave your device in a hot car or unheated space. Avoid excessive temperature changes.
6. Do not use your device in wet environments, such as kitchens or bathrooms.
7. Chromebooks should never be left in an unsupervised area. Unsupervised Chromebooks will be confiscated by staff. Disciplinary action may be taken for leaving your Chromebook in an unsupervised location.
8. Carry your device in a secure manner. If permitted, bags designed to carry laptops are preferable. Other options include laptop/neoprene sleeves, binders with a laptop compartment etc.
9. PGSD does not support the addition of decals or non-district covers placed on the Chromebook. Should the device cover(s) be replaced due to repairs, personal items will not be restored.
10. Do not write on or mark the device with any permanent marker, paint etc.
11. Do not place anything over the camera lens.
12. Do not use liquid cleaners of any type to clean the device. A dry rag, microfiber cloth or soft cloth may be used to dust the keyboard or remove smudges from the screen.
13. Do not have food or drink near the device.
14. The charging cord must be carried with the device, and on occasion, may be used by the student during class if the device is not charged.
15. Do not tightly wrap the charging cord as that will weaken the cable and damage the charging block.
16. Do not rest or leave your device on soft surfaces such as beds, couches or carpeted floors.
17. Do not leave the device unattended near pets.
18. Do not attempt to repair your device. Each device is covered by a warranty - bring all damaged devices to the Tech Support located in each building.
19. If you suspect that your device has been stolen, report it immediately to the Tech Support personnel or the main office of your building. **A POLICE REPORT MUST BE FILED AND A COPY OF THE REPORT SUBMITTED TO TECH SUPPORT TO AVOID ANY PENALTY.**

## Digital citizenship

Students will engage in safe and respectful behavior. The **Falcon 4** (Be Safe, Be Positive, Be Responsible and Be Respectful) have a place in using technology tools, and they are just as critical in creating a safer and more positive online experience for everyone.<sup>2</sup> While these skills are woven into our district's culture, it is important for students to be familiar with the tenets of being a good digital citizen. As they pertain to using technology, the four skills are defined as follows:

1. BE SAFE - students should understand that not all online sources and content are produced from/by well-established and trusted sources. Unless provided by PGSD, students are expected to find proper evidence supporting a source's validity.
2. BE POSITIVE - While not all content experienced on a PGSD-issued device may be educational in nature or approved by the district, students will report any questionable material to their teacher, thereby participating in the process of creating and maintaining a safe environment for everyone. Digital citizenship is a communal effort and we are here to help one another. (see the section on [Cybersecurity and Safety](#))
3. BE RESPONSIBLE - students are accountable for their actions, the resources with which they engage and the content they produce.
4. BE RESPECTFUL - students will treat themselves and others in the same way they wish to be treated.

## Tech fee (insurance)

As with any school property issued to a student, there is a responsibility to take appropriate care of these valuable resources. The Chromebook is no different. While the Chromebooks will have a minimum manufacturer's warranty, there needs to be a replacement insurance plan in place to help students when there is loss or an accident that causes damage to the device.

The optional insurance fee is recommended for students' devices in grades 6-12. Regardless of grade level, if the student is found to have deliberately damaged or lost the Chromebook, the cost to repair or replace the device will be charged to the family.

1. **The optional insurance fee is \$25.00 (non-refundable), per device (with a family max of \$50.00<sup>3</sup>).** The insurance fee will be collected at the start of the school year. Announcements will be sent to families advising them when the insurance fee is due. Families can pay for and renew the insurance online through [MYSCHOOLBUCKS](#) (available on the PGSD website). PGSD will also accept checks, money orders or cash. (Checks or money orders should be made to "Pottsgrove School District")
  - a. CASH or MONEY ORDERS can be submitted to the building office or the front desk of the District Office.

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<sup>2</sup> Derived from the Office of the eSafety Commissioner website (<https://www.esafety.gov.au/>)

<sup>3</sup> The max amount applies to the total number of students a family has per building.



- b. Insurance cut-off date for accepting any new payments will be announced on the district website each school year. *Students entering mid-year have 2-weeks in which to purchase the insurance, beginning with their start date in the district.*
  - c. Economically disadvantaged - since PGSD is a free-lunch program district, the free and reduced classification is no longer applicable to the cost of the tech insurance. Parents/guardians must apply for Economically Disadvantaged status in order to qualify for free tech insurance.
2. Insurance is for accidental damage and covers basic wear and tear and minor damages (see "Repair Coverage Schedule" below).
  3. All loss or damages will be investigated and assessed for cause and severity. PGSD administration will determine if the loss or damage is intentional or the result of gross negligence. Damages will be assessed and communicated to the parent/guardian.
  4. Insurance does not cover the cost to replace or repair a damaged, stolen or loss of another student's device (a device not belonging to you originally).
  5. Insurance does not cover the cost to repair or replace a damaged, stolen or loss of a spare device.
  6. Insurance does not cover the cost to repair or replace gross negligence or intentional damage to your or another's device.
  7. Insurance does not cover the cost to repair or replace a lost or stolen device unless a police report has been filed and a copy submitted to Tech Support.
  8. Insurance renewals will begin in August prior to the first day of school. This will be announced to families prior to the renewal start date.

### Repair coverage schedule

<b>Incident</b>	<b>Damage</b>	<b>Cost</b>
1st	Accidental damage, stolen device with police report number provided	\$0
2nd	Accidental damage, stolen device with police report number provided	\$50 deductible
3rd+	Accidental damage, stolen device with police report number provided	Full cost of repair or replacement (current replacement value: \$300)
Any	Misuse, neglect or intentional damage or loss	Full cost of repair or replacement (current replacement value: \$300)

*Insurance DOES NOT cover the damage, loss or theft of another student's device or spare device.*

### Replacement parts schedule

<b>Part</b>	<b>Cost</b>
Screen	100
Palmrest/keyboard	80
Daughterboard/audio board	75
Motherboard/system board	150
Battery	60
Camera	30
Touchpad	30
Top or bottom cover	40
Hinge	35
Speakers	25
WIFI hardware/antenna	15
Bezel/frame	20
Charger/block	45 (30 block / 15 / cord)
Chromebook (total replacement) <sup>4</sup>	300

<sup>4</sup> The replacement cost for the Chromebook is subject to change each year.

## Other resources

1. Google Workspace for Parents<sup>5</sup>
  - a. Our **Google Workspace for Education Privacy Notice** describes how Google products and services collect and use information when used with Google Workspace for Education accounts. (see [workspace.google.com](https://workspace.google.com))
  - b. Information about the legal commitments Google makes for Google Workspace for Education Core and Additional Services is available in our Help Center. (see [apps.google.com](https://apps.google.com))
  - c. Information about how Google's products work to protect privacy is available in our Product Privacy Guide (see [policies.google.com](https://policies.google.com)) and at [privacy.google.com](https://privacy.google.com). Note that Google does not use any user personal information (or any information associated with a Google Workspace for Education Account) to target ads for Google Workspace for Education users in primary and secondary (K–12) schools, and any statements about ads on those pages are overridden by this restriction from our Privacy Notice (see [workspace.google.com>privacy settings](https://workspace.google.com>privacy_settings)).
  - d. Information about Google's compliance with international legal obligations on data protection can be seen in the Data Processing Amendment to Google Workspace and/or Complementary Product Agreement (see [workspace.google.com>data processing](https://workspace.google.com>data_processing)), which describes extensive measures for data security that Google and its customers have agreed.
  - e. Answers to many top questions about privacy and security appear on our Google for Education Privacy and Security Center (see [edu.google.com>privacy and security](https://edu.google.com>privacy_and_security)).
2. Internet services - for qualifying families or families unable to get internet service to their dwelling, please consider these other services/programs:
  - a. [Verizon ACP](https://verizon.com) (verizon.com)
  - b. [Learn more at everyoneon.org](https://everyoneon.org)
3. Internet filtering apps - For parents interested in learning about filtering tools for the home, please peruse the links below (**Note: these are suggested services only, and are not sanctioned or vetted by PGSD**):
  - a. <https://www.opendns.com/home-internet-security/>
  - b. <https://ikeepSAFE.org/parentsquare-earns-ikeepsafe-coppa-safe-harbor-ferpa-and-california-student-data-privacy-certifications/>

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<sup>5</sup> From "Communicating with Parents and Guardians about Google Workspace for Education"

## Keyboard shortcuts

All caps	Search + ALT
Copy	CTRL + C
Cut	CTRL + X
Go to next tab	CTRL + Tab
Open find bar	CTRL + F
Open new tab	CTRL + T
Paste	CTRL + V
Redo	CTRL + Shift + Z
Reload page	CTRL + S
Reset zoom	CTRL + 0
Undo	CTRL + Z
Zoom in	CTRL & +
Zoom out	CTRL & -

## Frequently Asked Questions

### **Is the Chromebook filtered/monitored by the District after school hours?**

Yes. Filtering and logging of internet traffic happens 24x7, so long as the PGSD Chrome management license is active on the device.

### **How do the students communicate with each other and teachers?**

Students grades 6-12 have access to the Gmail app. Only students in grades 9-12 may email outside the pgsd.org or pottsgrovesd.org domains.

### **Can students be blocked from certain Google Workplace apps?**

On a case-by-case basis, students can be restricted from certain apps or features of the Google Workplace. Such requests are fulfilled through a request to Tech Support from the building Principal. Parents should first speak with the building Principal.

### **What if another student damages my child's Chromebook?**

This situation will first be handled as a discipline issue. If the damage was deliberate and not accidental, then the offending student will most likely be charged for the damages. Students in

this situation may not use the insurance fee to cover the damage cost(s) to another student's Chromebook.

**If families do not have internet access at home, can the district help?**

PGSD can make hotspots available for families to use; however please consider the following:

- There is a 2-3 week lead time to activate the hotspot.
- An alternative to using a PGSD hotspot is acquiring internet service through other means or special programs (see [Other resources](#) above)