Parent Communication Forms

The following documents are parent guides for enrolling student devices, processing filed claims and general questions they may have.

One2One Helpdesk: ggb.one2one@ajg.com

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Ritenour School District

Ritenour partners with One2One Risk Solutions to provide accident protection for our technology initiative. Registering with One2One and purchasing a damage waiver will protect you from the full cost of repairing or replacing your institution-issued device and limit your responsibility to a per-occurrence deductible outlined below.

Program Pricing	
Damage Waiver Cost	$ 20
Limit of Liability	$ 200

Effective Dates
Coverage extends from the date of purchase through the end of the school year.

Coverage
Accidental damage
Cracked screen
Fire
Lightning
Liquid damage
Electrical surge
Computer peripherals
Damage to loaner/replacement device
Loss/theft*

*This claim requires a police report to be filed.

Exclusions
Any use not in accordance with district's acceptable use policies
Additional loss caused by the failure to use all reasonable means to protect the device after it has been damaged
Any loss to software, data, documents, music, videos, recordings or other personal information that was stored on the device
Disappearance of the device not reported to local law enforcement

Annual Deductible Schedule	
Accidental Damage Claim 1	$ 0
Accidental Damage Claim 2	$ 20
Accidental Damage Claim 3	$ repair cost
Lost or Stolen Claim	$ 200

Program Details

Visit us online at: **one2onerisk.com**

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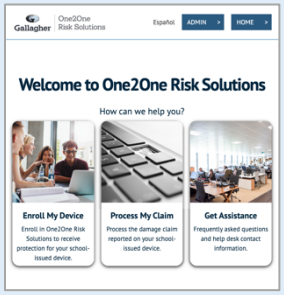
Enrolling My Device

Step 1 – Go to one2onerisk.com or scan the QR code below.



Step 2 – On the homepage, select the enroll my device icon.

Step 3 – Use the drop-down options to select your state/ district/school.

Step 4 – Input your student ID.

Step 5 – Complete the parent/ guardian information page.

Step 6 – Agree to terms and conditions.

Step 7 – Select payment method.

For prepaid cards, select the prepaid card option, then enter the 12-digit code from the back of the card.

Step 8 – Complete payment information.

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Filing a Claim

We get it, accidents happen!
Here's what to do if it happens to you.

1. Contact your child's school's office. It will be your best resource for help with repairs or replacements of all devices issued by your district. They will also be responsible for filing the claim on our site, so you do not have to!

   Please note: Enrollment in the device protection plan must be completed before the date of loss for your deductible to apply.

2. As soon as your child's school office has filed the damage claim for your student, you will receive an email from the One2One Risk Solutions website with information about your claim and instructions on how to process/pay for the claim.

3. To process/pay for the claim, please visit our homepage and select the process my claim icon. Please follow the prompts, making sure to enter your correct student information, until you have received confirmation of approved payment.

4. Is your claim fee $0? That means your first incident deductible is $0, and you will owe no payment at this time. Please follow through with the claims process until you have received confirmation that the claim has been processed.

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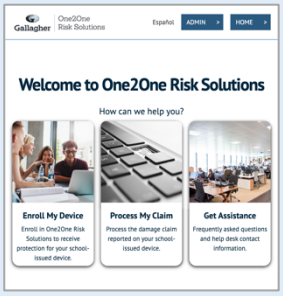
Processing a Claim

After you receive an email from our One2One site stating your student has a new claim filed on their account, please follow the below instructions. If you have any questions regarding your claim, please contact your child's school office at your earliest convenience.

Note: If damage to or loss of your device has occurred and your district or school has not been informed, please contact your school to notify them of the damage before processing a claim.

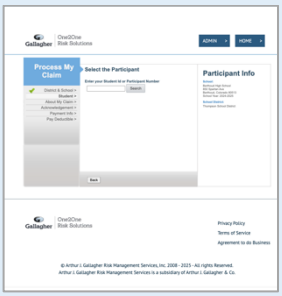
Step 1 – Go to one2onerisk.com or scan the QR code below.



Step 2 – On the homepage, select the process my claim icon.

Step 3 – Use the drop-down options to select your state/ district/school.

Step 4 – Input your student ID.



Step 5 – View claim description.

Step 6 – Agree to terms and conditions.

Step 7 – Complete the parent/ guardian information page.

Step 8 – Select deductible payment method.

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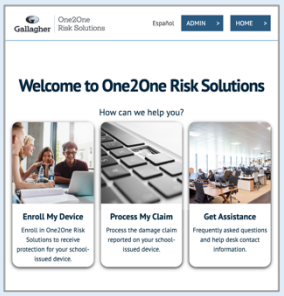
Ritenour School District

Greetings from Ritenour School District. We have opened enrollment for our one-to-one device protection program.

Ritenour School District is partnering with One2One Risk Solutions to provide accident and loss protection for our school's one-to-one program. Registering with One2One and purchasing a damage waiver will protect you from the full repair or replacement cost of your district-issued device and limit your responsibility to a per-occurrence deductible should a loss occur.

Please visit one2onerisk.com and select enroll my device to get started.

Step 1 – Go to one2onerisk.com.



Step 2 – On the homepage, select the enroll my device icon.

Step 3 – Use the drop-down options to select your state/ district/school.

Step 4 – Input your student ID.

Step 5 – Complete the parent /guardian information page.

Step 6 – Agree to terms and conditions.

Step 7 – Select payment method.

For prepaid cards, select the prepaid card option, then enter the 12-digit code from the back of the card.

Step 8 – Complete payment information.

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Frequently Asked Questions

1. **What do I do if my device is damaged, broken or not working properly?**
   Please contact your child's school office or a dedicated one-to-one program representative.
2. **What payment options are available?**
   We can accept payments via credit card, debit card, online check or a prepaid cash card provided by your school/district.
3. **I did not receive a copy of my student's registration confirmation certificate. How do I obtain a copy for my records?**
   Please reach out to us using the contact information below, and we will reach out to you promptly.
4. **What does this protection plan cover?**
   Please contact your school for program-specific details.
5. **How long will my student's device be protected under this plan?**
   This can vary by school, but we are happy to provide specific information if you reach out to us directly. A large majority of devices are protected for one school year.
6. **Does device protection transfer to my new device after damage has occurred?**
   Parent damage waiver protection will transfer to the newly issued device within the same protection plan period

Visit our homepage for easy access to help with enrolling your device, processing or paying for your claim or any other assistance!

Our team's helpdesk is open for questions at ggb.one2one@ajg.com.

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Using a Prepaid Card

Besides accepting credit card, debit card and e-check payments, the One2One Program offers your district the ability to accept cash payments directly. Cash payments will be exchanged for a prepaid card to facilitate the online processing of your damage waiver or claim fee.

1. To start the prepaid card process, you will simply pay your district in cash for your annual damage waiver or filed claim fee.
2. Your district will then issue you a One2One Prepaid Card.
3. The prepaid card will then be ready for use as your form of payment on the site; no activation is required on your end.
4. You will then visit the One2One Risk Solutions homepage to register your devices or process/pay for a filed claim. Please follow the prompts as normal until you have reached the payment screen.
5. Once on the payment screen, select prepaid card and type in the 12-digit code found on the back of your prepaid card.
6. Please stay on the payment screen until payment confirmation has been received via email.
7. For any questions regarding your annual damage waiver fee or claim charge, please contact your school district at your earliest convenience.

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