TAKING CARE OF YOUR CHROMEBOOK

Students are responsible for the general care of the Chromebook. Devices that are broken or fail to work properly must be immediately reported to the Student Technology Coordinator. If a loaner Chromebook is needed, one will be issued to the student until their Chromebook can be repaired or replaced. If a Chromebook cannot be repaired, a new Chromebook will be issued of similar age/wear.

Screen Care
The Chromebook screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure. To avoid damage, please adhere to the following rules:

- Do not lean on top of the Chromebook.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in the carrying case that will press against the cover.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, notebooks).
- Clean the screen with a soft, dry anti-static, or microfiber cloth. Do not use window cleaner or any type of liquid or water on the Chromebook.

Chromebook Loss or Damage
Students/families will be held responsible for the cost of replacement of any materials or property which is lost or damaged through their negligence or intentionally destructive behavior. Please discuss with your child the importance of taking good care of Chromebooks, textbooks, library books, and all school equipment and property.

- Students are responsible for the care of the Chromebook issued by the school.
- Siblings and friends should not use the Chromebook.
- Chromebooks that are broken or fail to work properly must be reported to the Student Technology Coordinator.
- Never try to repair the Chromebook yourself or have someone other than the Student Technology Coordinator or staff work on it, as this could void the warranty and cause you to incur additional charges.
- Turn in the Chromebook as soon as possible if repairs are needed. A loaner may be issued.
- If your Chromebook is lost or stolen report immediately to Student Technology Coordinator.
REPAIRING OR REPLACING YOUR CHROMEBOOK

Chromebooks Repair
If a Chromebook is damaged, it is the responsibility of the student and parent involved to contact the school Student Technology Coordinator immediately. The user will be given another device (or accessory) to use until the Chromebook is repaired or replaced. Non-warranty repair/replacements will be performed at cost. A few things **NOT** covered by the warranty are:
- AC Adapter
- Battery
- Cosmetic issues, including scratches and dents
- Damage caused by malicious intent
- Damage caused by natural disaster
- Software support
- *Lost or Stolen devices (see below)

As of 2021, the current average cost of common repairable items is:
- Total replacement of the Chromebook ($200.00)
  - This includes the cost of mandatory licensing services
- Charging Cord ($15.00)
- Case ($15.00)
- Screen ($50.00)

**Loaner Chromebooks may be issued to students when needed. If a repair is needed due to malicious intent, the school may refuse to provide a loaner Chromebook - resulting in the automatic purchasing of a new Chromebook.**

CHROMEBOOK TECHNICAL SUPPORT

Technical support will be available through the Student Technology Coordinator. Services provided include the following:
- Hardware maintenance and repairs examples:
  - Missing/dysfunctional keys from the keyboard
  - Cracked, broken, or dysfunctional screens
  - Broken hinges
  - Water damage
  - Power cord damage
- User account support, including password resets
- Coordination and completion of warranty repairs
- Distribution of loaner Chromebooks
- Operating System or software configuration support

Student Technology Coordinator: Chandra Wright, chandra.wright@churchhillacademy.org

Excerpts taken from Edgewood High School of the Sacred Heart Chromebook Policy- [Chromebook Policy- Edgewood High School for the Sacred Heart](https://churchhillacademy.org)