

## Chromebook FAQ

### 1. What is a Chromebook and how is it different from a regular laptop?

A Chromebook is a laptop that runs the Google Chrome Operating System (OS) instead of Windows or a Mac OS. Chromebooks do not store files or software programs locally; instead, everything is saved on the Cloud. Students will have district Google accounts they will use to log on to their Chromebooks and to store their files. Students can access their Google accounts from any location with an internet connection. Students can also work offline to create and edit files.

### 2. Who owns the Chromebook?

The Chromebook is the property of the Morris Hills Regional District. Users are expected to adhere to the MHRD Acceptable Use Policy.

### 3. What comes with the Chromebook?

The Chromebook will come with a charger and a case.

### 4. What do we need to do to maintain the Chromebook?

Chromebooks should be brought to school every day fully charged. Use only a soft cloth (no cleansers) to wipe the surface. Avoid exposing Chromebooks to extreme temperatures and do not leave them in a hot car or in direct sunlight. Do not stack heavy items (such as books) on top of Chromebooks.

### 5. What happens if a Chromebook is lost or stolen?

Chromebooks should never be left in an unlocked or unsecured area. If a Chromebook is lost, the student should immediately report the loss to building administration. In the case of theft, parents and students should immediately file a police report in addition to notifying the building administration. A copy of the police report must be brought to administration.

### 6. What happens if a Chromebook/accessory is accidentally damaged?

The student should contact technology support staff as soon as possible. The device, power adapter, and case must be returned to the school so that a new or spare device may be issued.

### 7. What kind of filtering services are available on the Chromebook? Will inappropriate sites be blocked at home as well as at school?

The district uses Securly (<https://www.securly.com/>) web filtering and monitoring software. Content deemed inappropriate by MHRD will be filtered at school, home, or wherever an Internet connection is available. Attempts to bypass the filtering or using the Chromebook inappropriately or illegally will result in disciplinary action.

### 8. Is the Chromebook subject to inspection?

The Chromebook remains the property of MHRD and may be inspected from time to time. Students may be selected at random to provide their Chromebook for inspection. Monitoring tools are also utilized to maintain network integrity and to ensure that students are using the technology responsibly.

### 9. What does the mandatory Chromebook insurance cover?

Chromebook insurance covers hardware, battery issues and accidental damage. Insurance does **NOT** cover intentional damage or theft to the device. After multiple incidents of accidental damage, the student's use of the device off campus may be re-evaluated.

**10. Can a personal Google account be used on the Chromebook?**

No, personal Google accounts cannot be used on the district Chromebooks. Only MHRD accounts can be used.

**11. Will I be able to connect to wireless Internet outside of MHRD?**

Students are allowed to set up access to wireless networks on their Chromebooks. This will assist students with the ability to access educational content used in classes with the Chromebook.

**12. Can I work offline if I do not have access to the Internet when I am not at school?**

Yes, students can work offline on the Chromebook if they do not have an Internet connection.

**13. Who do I contact for tech support?**

Any technical issue with the device must be brought to the attention of administration or technology support staff immediately. This includes but is not limited to: Chrome OS (operating system), battery issues, loss of Internet connectivity, failure of apps to launch, etc. Technology support staff are available for drop-in sessions at least two times each week during student lunch blocks. Days and times will be posted in the school.

**14. Is a student required to use a district-issued Chromebook? Can a student bring a personally-owned device to school?**

Students are not required to use a district-issued Chromebook and may choose to bring their own Chromebooks or laptops to use at school; however, the district will not provide any technical support for student-owned devices, and students must still follow the district's acceptable use policy. The district is not responsible for damage or loss of a student-owned device.

**15. What apps are available? Can a student request apps for download?**

Google Apps will be pre-installed on the Chromebook. Additional district-approved apps will be available for download from the district's Google store. Students may submit a request for apps not available in the store, which will be reviewed by the administration.

**16. What happens when students forget Chromebooks at home, or they are not charged?**

Chromebooks are intended for use at school each day. If students leave their Chromebook at home, they are responsible for getting the course work completed as if they had their Chromebook present. In addition to teacher expectations for Chromebook use, school announcements, messages, and schedules may be accessed using the Chromebook. Students must be responsible to bring their Chromebook to all classes, unless specifically instructed not to do so by their teacher. Students are expected to bring their Chromebooks to school each day in a fully charged condition. Students may be able to connect their Chromebooks to a power outlet in class if Chromebook use has caused the battery to become discharged.

**17. What happens to student Chromebooks at the end of the year? Do students keep them for all four years?**

Students who are in grades 9-11 will keep their Chromebooks over the summer and bring them back to school each September. Graduating seniors who have paid their maintenance/insurance fee all four years will keep their Chromebooks when they graduate.

**18. What happens if I leave the district prior to graduation?**

The Chromebook, Chromebook charger, and case must be returned to MHRD. If a student fails to return the Chromebook, Chromebook charger, case, and any other peripheral devices/tools provided at the end of the school year or upon termination of enrollment at MHRD, that student will be subject to criminal prosecution or civil liability and district records may be withheld. The student will also pay the replacement cost of the Chromebook, Chromebook charger, Chromebook case, and any other peripheral devices/tools provided. Failure to return the Chromebook, Chromebook charger, Chromebook case, and any other peripheral devices/tools provided will result in a theft report being filed with the local police department.

**19. When can students pick up their Chromebooks?**

Chromebooks will be distributed during the school day on September 26th-27th at Morris Knolls and September 28th-29th at Morris Hills to students who have paid their 2017-2018 maintenance/insurance fee. Students who are absent on the day their Chromebooks are distributed should see their guidance counselor.

**20. Can the device or case be personalized?**

Students are not permitted to alter the Chromebook. Students are permitted to personalize the protective case. Students should **NOT** remove labels on Chromebooks and chargers.

**21. Can upperclassmen bring their own devices to school?**

Devices for upperclassmen are not required. Sophomores, juniors, and seniors may choose to bring their own Chromebooks or laptops to use at school; however, the district will not provide any technical support for student-owned devices, and students must still follow the district's acceptable use policy. The district is not responsible for damage or loss of a student-owned device.