

Laptop Issues

1. Is your student's laptop working correctly at home and at school?

Yes- proceed to #2

No – A teacher should complete a help ticket and student should take device and help ticket number to media center for technicians to resolve issue. Your student will be given a loaner laptop if available.

2. Have you purchased insurance for your student's device?

Yes – proceed to #3

No – Go to the district website (Parent Dashboard -> Student -> Laptop Program -> Laptop Insurance for Parents) to purchase insurance for \$25/year. Insurance must be purchased EVERY year.

3. Is your student's laptop damaged with insurance?

Yes – Go to the district website (Parent Dashboard -> Student -> Laptop Program -> Laptop Insurance for Parents), file a claim, and follow instructions of insurance company. If you send confirmation of filed claim, a long-term loaner laptop will be issued.

No – proceed to #4

4. Is your student's laptop damaged without insurance?

Yes – A teacher must submit a help ticket, student takes device to media center, techs will determine what parts need to be purchased, grade level admin will notify you, and replacement parts will need to be purchased on RevTrak (Parent Dashboard -> RevTrak -> PCSD BOE -> Technology). Parts will be sent to school. A loaner laptop will be issued once confirmation of payment is received.

No – proceed to #5

5. Does your student have a working laptop charger?

Yes – proceed to #6

No – If the charger is lost, go to the district web site (Parent Dashboard -> RevTrak -> PCSD BOE -> Technology) and purchase a replacement SE charger (\$31.31). The district will send the replacement charger to the school to be given to the student. If the charger is not properly working, a teacher should submit a help ticket, the student should take the charger to the media center and the tech will determine if it is damaged and possibly covered under warranty. If it is under warranty, a new charger will be delivered to your student. If damaged, a replacement charger will need to be purchased by you.

6. Your student should charge his/her device every night, restart the device every day, update once or twice each week, and bring device and charger to school every day.