SDNL Chromebook Repair Protocol during COVID-19
Updated March 22, 2020

Student Procedure (Gr. 5-12):
- If your assigned Chromebook is not turning on:
  - Plug in your charger and press and hold the power button for 20 seconds or until *Google* flashes on the screen
  - If the device does not turn on, discuss with your parent for assistance.
- If a specific tool/app/resource is not working correctly:
  - Shut down your Chromebook and restart
    - This should be done on a daily/nightly basis to allow updates
    - Make sure your Chromebook is updated (Use directions below)
      - Turn on your Chromebook and connect your Chromebook to Wi-Fi.
      - At the bottom right, select the time and then select Settings ⚙.
      - Select Menu ☰ › About Chrome OS.
      - Under "Google Chrome OS," you'll see which version of the Chrome operating system your Chromebook is using.
      - Select Check for Updates. If your Chromebook finds a software update, click Update.
  - If the problem persists, contact a peer from your class, then your teacher.
    - Email your teacher with an explanation of the problem *that includes a screenshot* (instructions below).
      - Hold down the Ctrl + Switch window keys ⫿⫿ to capture a full screenshot.
      - Hold down the Ctrl + Shift + Switch window keys ⫿⫿ to capture a partial screenshot.
  - If the problem persists, your teacher will contact District Tech Support

Teacher Procedure
- Teachers will be the *first* point of contact for students and/or parents.
- If the teacher cannot solve the problem, please contact a colleague.
  - If the problem persists, please contact your building Library Instructional Resource Coach (IRC).
    - The IRC will provide follow-up support or take actions to address the problem.

Parent Procedure
- If a specific tool/app/resource is not working correctly:
  - For students **(Gr. 5-12)**, *confirm* steps in **Student Procedure (Gr. 5-12)** have been completed above.
  - For students in **(Gr. K-4),** please *complete* the steps in **Student Procedure (Gr. 5-12)** for your child.
- If the device is not turning on or is physically damaged, confirm that all steps in *Student Procedure* were attempted.
  - If the problem persists, follow the steps below:
    - All SDNL issued Chromebook devices needing repairs should be dropped off **with charger** at the District Office during their COVID-19 business hours. (Please call District Office at 920.982.8530 to arrange drop-off/pick-up of devices)
    - Parents/students will be asked to fill out the following form **SDNL COVID-19 Technology Repairs** when they turn in the SDNL issued Chromebook device. Paper copies will be available at the District Office.
    - Parents/students will then receive a loaner SDNL Chromebook device.
    - Wade Berglund or District Office staff will make contact with individuals when repairs are completed and a pick-up time will be arranged.
      - **Do NOT attempt to do repairs at home or use third-party repair services.**

WiFi Concerns
In response to increased WiFi and WiFi Hotspot needs, please make sure your family has filled out the Google FORM sent by District Administrator, Scott Bleck. **Please fill this form out ONCE only.** The few district WiFi Hotspots we had, have currently been assigned however more have been ordered. If your name is on the form, you will be contacted when one becomes available.

With a current waitlist on WIFI needs, please see the following updated resources to add FREE or extended data or internet through your current provider. Your family may be eligible for service for free or discounted cost. If you are able to connect to one of these providers who is offering additional connections during this unique state challenge please do. Links to these services are below:
- **https://dpi.wi.gov/broadband/students-and-families**
- **https://dpi.wi.gov/broadband/hotspots**

Any questions or concerns should be directed to District Office (920) 982-8530.

Please complete this form for all technology repair needs during the SDNL COVID-19 response.

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Student Name (Last Name, First Name):

_____

Student Attends (Circle One):

(Gr. 9-12) ● NLHS ● Next Gen. ● Catalyst	(Gr. 5-8) NL ISMS	Lincoln Elem.	Parkview Elem.	Readfield Elem.	Sugar Bush Elem

Please Describe the Problem/Concern with the Chromebook Device:

Contact Information for When Repairs are Completed:

Name (First and Last): _____

Phone:_____

Email:_____

-------------------------------------**Section Below to be Filled Out by SDNL District Staff***------------------------------------

Loaner Barcode #_____

SDNL Barcode # or District ID Tag _____

Please keep this form for Building IRC records