

Lincoln Middle School - Chromebook FAQ

What happens if I forgot my device at home, or I forgot to charge it?

It is important that you bring your charged device to school every day so that you are prepared to learn and have the benefit of all your instructional time.

If you still need a Chromebook or need to borrow a charger, please go to the library to request a loaner. If they have extra devices available they will loan you one. *Please note* loaner Chromebooks are to be returned the same day or the following morning.

What happens if my Chromebook breaks?

Try restarting your Chromebook (hold the power button down till the screen goes black, wait five seconds, then turn it on again). If this doesn't fix the problem, please come to the library. You will be asked to fill out the online "Chromebook Incident Report Form" on our school website in the students tab. After the form is completed, the library staff will exchange it.

What happens if my Chromebook is stolen?

In the case of a stolen device, you must provide a police report to the school librarian within two weeks of the theft. If a police report is not provided, the device will be considered lost.

What happens if my Chromebook is lost?

Lost devices incur a replacement fee, just like textbooks and library books. The replacement fee is \$270, payable by cash or check.

How many Chromebooks can I have at one time?

Each student may only have two devices at a time (the one that was issued to them and one loaner). An outstanding replacement fee counts as a device. Students will *not* be issued a third device, instead they will be able to complete their work with paper and pencil.

Can I get another charger?

Each student is issued one charger. If it is lost, the student will incur a \$19 replacement fee.

What happens if I have physical damage like a cracked screen or missing keys?

Students with multiple instances of intentional physical damage may incur a replacement fee. If another student has damaged your Chromebook or charger, you must *immediately* report it to your teacher and administrator.

Why do I need a label and a case?

All students should have their Chromebook in case to prevent damage. Additionally, you should have your name label on it so yours doesn't get confused with classmates and/or siblings' devices.

Was I given guidelines or expectations for the Chromebook?

Yes. At the beginning of the school year, parents and guardians signed the "[LMS Chromebook Expectations](#)" document.

When do I return my Chromebook and charger?

Students will return their technology at the end of their 8th grade year. If you leave Lincoln before then, you will return your Chromebook, charger, and all your books when you disenroll.

What if I have additional questions?

If you have questions about your or your child's library & technology account, please email the librarian Amy Di Dario, adidario@smmusd.org

If you have questions about these policies, please email your child's administrator, Last Name A- L, Vy Andrew, vandrew@smmusd.org

Last Name M-Z, Darci Keleher, dkeleher@smmusd.org