Please review information and keep this News Byte for future reference.

Digital Learning Parent-Student Agreement FOR USE OF Dell Laptops

DOWNLOADING...

1. I will take proper care of my Laptop.
2. I will **not** loan my Laptop or charger to others.
3. I will be accountable for my Laptop at all times. (*on and off campus*)
4. I will charge my Laptop battery daily. (**to be prepared for class**)
5. I will **not** leave my Laptop in an unlocked vehicle. (*The laptop should also not be left overnight in your vehicle locked or unlocked*)
6. I will keep food and beverages away from my Laptop.
7. I will **not** take apart any part of my Laptop or attempt repairs. (*Damage to device should be reported with 48 hours*)
8. I will **not** remove district-required applications. (*Any violation to per the AUP will result in a $15 reimaging fee to your PowerSchool Account*)
9. I will protect my Laptop by carrying it properly and not removing the protective cover.
10. I will **not** stack objects on top of my Laptop. (*This could damage the screen*)
11. I will **not** close pens, pencils, or other objects in my Laptop.
12. I will **not** leave my Laptop outside or use it near water.
13. I will save school-related data to the district-assigned cloud storage. (Aiken County Public School District will at times re-sync and/or re-image Laptops. All files not saved to server or other storage media will be deleted during these processes. Students are ultimately responsible for saving all their personal files to their personal cloud storage. Examples include personal music, books, etc.)
14. I will **not** place decorations (such as stickers, markings, etc.) on my Laptop.
15. I will **not** remove the serial number, manufacturer labels or district labels on any Laptop.
16. I will follow district policies outlined in the Laptop Parent-Student Guide and the district's Acceptable Use Policy.
17. *I will notify my school in case someone steals or damages my Laptop within 48 hours*. (*If done off campus, I will provide a Police Report to the school within 48 hours*)
18. **I will be responsible for any damage or loss of my Laptop**.
19. **I agree to return my Laptop, protective cover, and power cords when I transfer or leave the district for any reason.**
20. **I understand that my Laptop can be tracked if lost.** I understand that a report can be made to show all Laptop locations. I have read, understand, and will follow the rules from the Laptop Parent-Student Guide, Aiken County Public School District Acceptable Use Policy, and the Digital Learning Parent-Student Agreement. **I understand my Laptop can be checked at any time without notice and is the property of the Aiken County Public School District.**

Important Dates:

- High School Health Check/Inventory Window Sept. 18-29, 2023
- Middle School Health Check Window Jan. 8th-19th, 2024
- Elementary School Health Check Window , All devices remain on campus after March 28, 2024
- Elementary Devices should remain on campus during the October, December, and April Breaks.

Misuse or Devices Not Covered by Technology Fee

Students are responsible for the entire cost of repairs to Laptops that they damage due to negligence or intentional misuse, carelessness abuse or damage, regardless of whether they were assessed a technology fee. Estimated Repair Pricing for Deliberate Damage or Neglect:

- Liquid Damage/Spills   - $550
- Broken Screen   - $175
- Keyboard (Missing Keys / other damage)   - $50
- Power adapter and cord   - $25
- Palm rest (damage)   - $25
- Protective Cover   - $25
- Re-imaging due to violation of Acceptable Use Policy (see Page 13)

Find your issue and **follow the steps for trouble-shooting.**

Laptop Troubleshooting

Charger Problems:

If your dog, sibling, or other disaster has destroyed your charger, see below.

Look inside the end that connects to the laptop, if the pin is bent or broken, see below.

If the charging icon does not appear on your laptop when your charger is plugged in, but does with the test charger, see below.

If there is no light on the charging block, see below

Symptoms:

- **Touchpad/Mouse not working**
- **Laptop Slow, Acting Weird**
- **Touch Screen not working**
- **Keyboard not working**
- **Sound not working**

IT Support

Laptop Won't Start (Power On)

- Open your laptop
- Plug it in using the charging cord at the Media Center Trouble shooting station.
- The charging light should light, go out, relight, and stay lit.
- Press and release the power button **ONCE.**
- The Caps Lock Key should light briefly. Wait for the Dell logo to appear.
- If it does not start, see "*Still not Working*".

Chrome Opens, then Closes immediately

Try Firefox, if it closes quickly as well (Mostly likely—Dyknow is still active from a previous class)

Let your current teacher know so they can release your laptop.

If you have a substitute, see Media Specialist.

Laptop Not Charging:

- Restart your Laptop
- Plug in your laptop using the charging cord testing station in the Media Center.
- The Charging light should light, go out, relight, and stay lit. Additionally check the battery to ensure it has the charging symbol on it has the charging symbol on it.
- If it does, the problem may be your charger, see "*Charger Problems*"
- If it does not, see " *Still Not Working*".

Laptop is Frozen

- Open your laptop.
- Push and Hold the Power button while you slow count to ten.
- Wait a slow count to fifteen.
- Restart your laptop.
- If it does not start, see "*Still not working"*.

Program won't Run or Open / Can't Access

- Restart your laptop
- Attempt to restart or re-access the program/activity as before if that does not work, try Firefox browser.
- For Schoology, PowerSchool, and Clever, ensure you are accessing it through the icon on the ACPSD website.

Internet Not Connecting

- Restart your laptop...Restart you laptop (yes, more than once, maybe a few times).
- Make sure it is not in airplane mode (click the WIFI symbol to check)
- If it still isn't connecting. See "Still Not Working"

Something is *BROKEN!*

- Fill out trouble ticket in Media Center.
- Check the appropriate bor or fill in "other".
- Provide your name and lunch number.
- Give laptop and slip to Media

STILL NOT WORKING!

- Fill out trouble ticket in Media Center.
- Check the appropriate boxes
- Fill in the troubleshooting /problem
- Provide your name and lunch number
- Give laptop and slip to Media Special-

Restart your laptop!

This resolves most problems! Closing the lid of your device doesn't restart your device. Click the Windows Icon and then restart or shutdown. Closing the lid only puts it to sleep.

WE ARE SEEING A LOT OF LIQUID DAMAGE TO DEVICES TO AVOID THIS, DON'T HAVE FOOD OR BEVEAGES NEAR DEVICES.