

Frequently Asked Questions

Q1. Can a student loan his/her Chromebook to another student or person?

A1. No. The Chromebook is assigned to only the student. They are responsible for the Chromebook and what occurs on the Chromebook.

Q2. Is the adapter part of the responsibility?

A2. Yes, and they are labeled with the student's name. It is important to be responsible for all items associated with the Chromebook.

Q3. Is the case a part of the responsibility?

A3. Yes. Cases should be regarded as part of the Chromebook and should never be removed or adjusted without technical staff.

Q4. Who is the person of contact for Chromebook issues in each school?

A4. Depends on the school. It can be the librarian/ media specialist, instructional technology resource teacher or information technology technician.

Q5. How much does a Chromebook, Charger, or Case cost to replace?

A5. Depends on the model. Please contact your school to obtain that information.

Q6. What is/isn't covered with the accidental damage insurance?

A6.1. Accidental damage caused by liquid spills, drops, electrical surges, or any other unintentional event that may cause damage to the Chromebook or accessories is covered.

A6.2. Damages caused by neglect, misuse, theft, or tampering are not covered under the accidental damage policy.

Q7. What should be done as soon as damage has been done/discovered?

A7. As soon as the student notices damage, the Chromebook, case, or charger should go to the person of contact at their school for repairs.

Q8. If the device won't connect to the student network, what can I do?

A8. First, check for any [updates](#). If there are no updates, completely shut off the Chromebook and turn it back on. If it still won't connect to the internet, take it to the contact person for the school.

Q9. What should be done if the Chromebook won't hold a charge all day?

A9.1. The Chromebook should be taken to the point person for repairs. That person will ask questions such as:

1. Did you charge the Chromebook overnight?
2. When was the last time the Chromebook was fully charged?

A9.2. The Chromebook could be kept for a diagnostic on the battery. If the battery is not able to last all day on a single charge, the battery could be replaced.