

STANDARDS FOR PROPER CHROMEBOOK CARE

You are expected to follow all the specific guidelines listed in this document and take any additional common sense precautions to protect your assigned Chromebook.

Loss or damage resulting in failure to abide by the details below may result in your full-financial responsibility. Following the standards below will lead to a Chromebook that will run smoothly and serve as a reliable, useful, and enjoyable tool.

How to Handle Problems

- Promptly report any problems to the EH Student Help Desk in the Media Center.
- Don't force anything (e.g., connections, popped-off keys,). Seek help instead.
- When in doubt, ask for help.
- Do not go outside of EH for repairs or attempt to repair it yourself. This could result in financial responsibility for you and your parents.

Your Responsibilities

- Treat this equipment with as much care as if it were your own property.
- Bring the Chromebook with a charged battery to school every school day. If your battery will not hold a charge, go to the EH Student Help Desk (in the Media Center) for troubleshooting.
- Keep the Chromebook either locked (i.e., locked in your school locker, home or other secure place where others do not have access) or attended (with you or within your sight) at all times. Keep the Chromebook stored in a secure place (i.e., locked in your school locker) when you cannot directly monitor it. For example, during athletic events, games, practices and trips, store the Chromebook in your school locker and arrange to return to school to retrieve it after the activity. Laptops left in bags and backpacks, or in unattended classrooms are considered "unattended" and may be confiscated by school personnel as a protection against theft. Unattended and unlocked equipment, if stolen – even at school – will be your full financial responsibility.
- Avoid use in situations that are conducive to loss or damage. For example, never leave Chromebooks in school buses, in the gym, in a locker room, on playing fields, or in other areas where it could be damaged or stolen. Avoid storing the Chromebook in a car other than in a locked trunk.
- Do not let anyone use the Chromebook other than your parents or guardians. Loss or damage that occurs when anyone else is using your assigned Chromebook will be your full responsibility.
- Chromebooks are for your educational use. Do NOT install personal software and/or gaming software on Chromebooks.
- Adhere to EH Chromebook Use Agreement (a copy is located on your Chromebook desktop) and the Technology Acceptable Use Policy (found in the Student Handbook) at all times. When in doubt about acceptable use, check these documents and if you still have questions ask a staff member.
- Back up your data! Never consider any electronic information safe when stored on only one device. All students have storage space available on their Google Apps account and on their Chromebook hard drive. Students will no longer have their own storage folders on the EH network.
- Read and follow general maintenance alerts from school technology personnel.

General Care

- Do not attempt to remove or change the physical structure of the net book, including the keys, screen cover or plastic casing. Doing so will void the warranty, and families will be responsible for 100 percent of the repair or replacement cost.
- Do not remove or interfere with the serial number or any identification placed on the Chromebook.
- Do not do anything to the Chromebook that will permanently alter it in any way.
- Keep the equipment clean. For example, do not eat or drink while using the Chromebook.

Carrying the Chromebook

- When not in use, always store the Chromebook in the case provided or in another comparable case.
- Always completely close the Chromebook and place it in your carrying case, even to travel short distances.
- We recommend that you carry the laptop bag inside your normal school pack. Do not overstuff your laptop bag or backpack – extreme pressure on the laptop can cause permanent damage to the screen and other components.
- Do not grab and squeeze the Chromebook, as this can damage the screen and other components.

Screen Care

- The Chromebook screen can be easily damaged if proper care is not taken. Screens are particularly sensitive to damage from excessive pressure. Broken screens are NOT covered by warranty and almost all screen damage is due to negligence.
- Please use ONLY the monitor wipes provided in each classroom and at the EH Student Help Desk to wipe down your monitor.
- Do not touch the Chromebook screen with anything (e.g., your finger, pen, pencil, etc.) other than approved Chromebook screen cleaners.
- Never leave any object on the keyboard. Pens or pencils left on the keyboard are guaranteed to crack the screen when the lid is closed. Damage caused in this way will be considered negligence, not accidental damage.

Battery Life and Charging

- Arrive at school each day with a fully charged battery. Establish a routine at home whereby each evening you leave your Chromebook charging overnight.
- Avoid using the charger in any situation where you or another is likely to trip over the cord.
- Don't let the battery completely drain. Save your data and shut down the Chromebook if you are unable to connect it to a charger right away.
- Close the lid of the Chromebook when it is not in use, in order to save battery life and protect the screen.

Personal Health and Safety

- Avoid lengthy use involving repetitive tasks (such as typing and use of the touchpad). Take frequent breaks as well as alter your physical position (typing while standing, sitting, leaning, etc.) to minimize discomfort. If possible, set up a workstation at home with an external keyboard and mouse that allows you to situate the screen at eye-level and keyboard at lap-level.
- Avoid extended use of the Chromebook resting directly on your lap. The bottom of the Chromebook can generate significant heat and therefore cause temporary or permanent injury. Use a barrier—such as a book or devices made specifically for this purpose—when working on your lap. Also, avoid lap-based computing while connected to the power adapter as this will significantly increase heat production.