



BALLARD CHROMEBOOKS



Chromebook Care Expectations During Our School Closure Status

To assist you, the district is providing the following tips for Chromebook care during our school closure status:

Care

- Keep Chromebooks in a safe place.
- If your student is currently using their Chromebook, make sure you are NOT running the battery down to 1% as this will cause damage to the battery. When charging, verify the battery indicator is lit (may not light up if Chromebook is already 100% charged), if not verify the cord and the power brick is connected tightly together.
- If your student is not frequently using their Chromebook, or not at all, make sure it is fully charged and make sure to power it down, this is done by holding the power button until the screen fades off. Just closing the lid DOES NOT power the Chromebook down and it will still power on periodically to check for updates.
- Again, lack of charging and constantly draining the battery to 0% will result in damage to the battery. The cost of a replacement battery will be charged to the student's Infinite Campus account.
- Chromebook should remain in its provided bag to help protect the device from severe damage unless advised by a District Technology Staff Member.
- Chromebook can be cleaned with disinfectant wipes, or disinfectant spray can be used on a soft cloth, DO NOT SPRAY DIRECTLY ON CHROMEBOOK as this may damage the Chromebook.
- The Chromebook case can also be cleaned using disinfectant wipes, DO NOT WASH as this will damage the case.

Monitoring Activity

- Families should continue to monitor use at home by checking the Chromebook browser and observing student use. Families always have the right to limit use.
- For your security, passwords should not be shared. **Also, remember this is a school device, not a personal device; Only the student's Ballard Google Account should be used on their school Chromebook.**
- GoGuardian filtering services will remain active.
- For further questions, review the district's 1:1 technology information available via the Ballard District 1:1 [Parent Webpage](#).

Repairs/Damages

- **DO NOT attempt to do repairs on your own.**
- The Technology Department and Administrators are currently working on procedures for Chromebook repairs. Once plans are finalized, details will be communicated.
- **DO NOT attempt to do repairs on your own.**

Repair Questions: Eric Peterson - IT Support Specialist 515-597-2811

General Questions: Dave McGill - Technology Director 515-597-2811