

City Schools Student Device Orientation

Device Use & Care

Device & Accessories

*Device
Use & Care*



Device Use

- Devices assigned to a student for virtual learning will remain with the student until recalled by the school.
- If students withdraw, they will turn in their device and all accessories (power cord and mobile hotspot)
- Students will be charged if all accessories are not returned
- Students will use device and accessories for educational purposes only and in accordance with [City Schools' policies](#)
- Devices and accessories will be used only by students except instances when Parents/Guardians are assisting students

Device Use

- Students will use only approved City Schools digital tools and follow each tool's specific guidelines for using student accounts
- Students will not attempt to bypass security settings or Internet filters
- Students will not install or download unauthorized software, games, programs, files, electronic media, or stand-alone applications

Device Use

- All devices have web-filtering software installed
- Students will receive instruction in digital citizenship including online safety, security, and responsible use.
- Students will be expected to care for and use their device appropriately at school and at home according to the guidelines in the [Acceptable Use of Technology](#) policy
- Whenever possible, devices should always be transported in a bag with a zipper that can support the weight of the device


Device Care

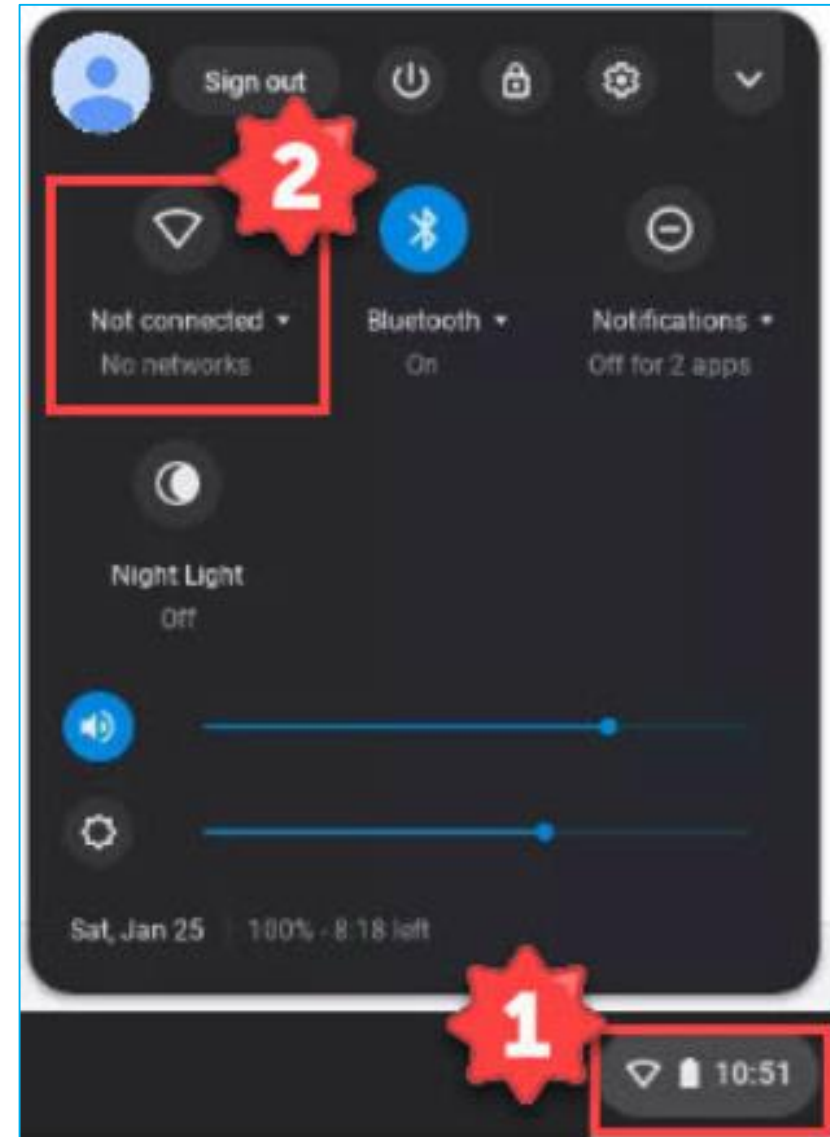
- Whenever possible, devices should NOT be transported in a bag where the device is visible (clear, mesh, etc.)
- Students are expected to bring their device to school everyday, fully charged
- Only use a clean, soft cloth to clean the screen, no cleansers of any type
- Cords and cables must be inserted carefully into the Chromebook/laptop to prevent damage

Device Care

- Chromebooks/laptops must remain free of any writing, drawing, stickers, or labels that are not the property of City Schools
- Chromebooks/laptops are very sensitive to extreme heat and extreme cold, DO NOT leave them in direct sunlight, car/trunks, etc.
- Do not stack any books, heavy materials, etc. on top of the Chromebook/laptop as it could cause the device to break

Accessing the Internet

1. At the bottom right, select the Wi-Fi icon .
2. Select **Not Connected** under the Wi-Fi icon.
3. Your Chromebook/laptop will automatically look for available networks and show them to you in a list.
4. Select the appropriate one and enter the password.



Technical Support

- Technical guidance is available via the [Online Learning Support](#) on the City Schools' website.
- Technical support is available via the help desk. You can contact the help desk at 443-984-2001, see the City Schools' [Online Learning Support](#) page for hours of operation (Note: hours of operation are located at the bottom of the page).

Device Management Rules

Types of Damage

Accidental Damage

Includes:

- Liquid spills, drops, and collisions

Result:

- Repair or replacement will be covered by City Schools

Intentional Damage (Vandalism)

Includes:

- Throwing devices, striking the screen, picking off keys, etc.
 - Accessing, modifying, or destroying equipment, programs, files, or settings
- [Acceptable Use of Technology](#)

Result:

- Replacement will not be covered by City Schools
- Students (families) are responsible for cost of repair or replacement – refer to the device loaner agreement

Types of Damage

Accidental Damage

- Student/guardian writes a statement for the school administration.
- School administration reviews statement:
 - If the administration concurs it was accidental damage the device will be repaired.
 - If the administration does not concur, the case is handled as vandalism.

Intentional Damage (Vandalism)

- Student/guardian writes a statement for the school administration.
- The school administration follows City Schools procedures for investigation, and/or support and repair of any damaged equipment.

Lost or Stolen Devices

- When traveling to and from school, students should keep their device in a bag that has a zipper and is not clear or mesh.
- Students should immediately hand over their device, if they are approached for their device and feel ANY threat.
- If a student is approached for his/her device and feel ANY threat, he/she should immediately hand over the device.
- A police report must be filed for missing devices. There is no “mysterious loss.”

Reporting Lost or Stolen Devices

- All stolen devices must be reported to the police. A police report must be obtained
- For lost devices: Parent/Student writes statement for the school admin (school media specialist, teacher, principal, or assistant principal) detailing the incident and circumstance of the lost unit.
- School staff or service desk generate a “Lost/Stolen Ticket” in the [Service request tool](#)

Tracking Stolen Devices

- All devices have tracking software installed
- City Schools will utilize the tracking software **ONLY** when a police report has been filed and a report number has been given to BCPSS officials and a Ticket submitted in HEAT
- The Baltimore City Police Department will guide BCPSS actions in regards to stolen devices
- All stolen devices must be reported to the police

Device Distribution

- City Schools will only issue a device to a student after the student (if 18 & older) or the student's parent/guardian agrees to the City Schools Student Device Loan & Use Agreement.
- City Schools will hand out devices at schools. Students and families will be notified of the distribution schedule by their schools.

Return of Devices & Accessories

- Devices and accessories must be returned when a student leaves (graduates or withdraws) Baltimore City Public Schools
- Students transferring from one Baltimore City Public Schools school to another can continue using the device and accessories they were issued. Devices follow the student.
- Students will be held accountable for any device and/or accessory that is not returned upon graduating or withdrawing from Baltimore City Public Schools .