



Got a question? You're not the only one! See how we've answered the most common one-to-one (1:1) Student Computer questions. If you have a question that is not addressed below, please contact the front office during our regular business hours. Lehi Junior contact info: Monday - Friday 7:30 AM - 3:30 PM - Phone: 801.610.8754

Q. Will I have more homework?-----

A. The homework amount will probably remain the same, but it might look different having access to your own computer at home.

Q. What if I forget my Chromebook at home?-----

A. We've all had those days when we leave assignments at home. If your parent(s) can bring it to you at school, (like they would bring you your lunch or other assignments in the past) they can drop it off at the front office and it will be delivered to you. We will only have a "few" Chromebooks at school, but they are reserved for students who have technical issues and will need them while their Chromebook is being fixed.

Q. What if it isn't working properly? Who do I contact?-----

A. If your Chromebook stops working at school, talk to your teacher. If they can't help you, our on-site techs will be able to help you. If you have a problem while at home, please see our troubleshooting guide to help you fix your problem.

Q. How much does it cost if it is damaged?-----

A. The following is a breakdown of costs for damaged Chromebooks:

- Chromebook charging cord (lost or damaged): \$35
- Repairable damage: \$50
- Accidental damage for full Chromebook replacement: \$150
- Intentional damage, loss or theft: Full cost of replacement not to exceed \$310

Q. Do I get a charger?-----

A. Yes. Each student will receive a charger with their Chromebook. If you charge your Chromebook each night, you will be able to use it the entire school day.

- Q. Can I personalize my Chromebook?-----
- A. Please be aware that you have to clean your Chromebook at the end of the school year. If you are unable to clean it, you will be charged a cleaning fee of \$50.
- Q. Can I take it home?-----
- A. Absolutely. We want you to take it home each night, charge it, and bring it back to school each day. You will be using it each day in class, so make sure you have a backpack that can securely fit your Chromebook.
- Q. Can I take my Chromebook on vacation? (in country, out of country)-----
- A. Your Chromebook should work in all 50 US states. However, if you are traveling out of the country, your Chromebook may not be able to connect to the internet or wifi.
- Q. What if I forgot to charge it last night/before school?-----
- A. We get it, sometimes you will forget to charge your Chromebook, or it might not have been plugged in properly. There are a few outlets in each classroom that you will be able to use in case your Chromebook isn't charged overnight. Just do your best to remember to charge it and bring it each day.
- Q. Can I use another device or computer at home instead of my Chromebook?-----
- A. Yes. If you have a family owned computer that you would rather use, please use it. Remember to use your school issued Google login so all of your assignments will sync to Canvas and your school Google Drive.
- Q. Will all the computer labs at school be converted into Chromebook labs?-----
- A. No. We will still have two CTE Labs that will have desktop computers to learn different programs that aren't on your Chromebook. If you have one of these classes you should still bring your Chromebook to class.