

## Chromebook Technical Issues

If your student is experiencing technical issues, please inform your teacher and your teacher shall submit a technology help desk ticket to [helpdesk@nashua.edu](mailto:helpdesk@nashua.edu).

Please add these expectations to links on the tech portion for remote learning or reopening plan.

Student and Family expectations:

- Your Google Chromebook is an important learning tool and is for educational purposes only.
- When using the Google Chromebook at home, at school, and anywhere else I may take it, I will follow the policies of the Responsible User Guide of the Nashua School District - especially the Student Code of Conduct - and abide by all local, state, and federal laws.
- My child and I will treat the Google Chromebook with care by not dropping it, getting it wet, leaving it outdoors, or using it with food or drink nearby.
- The Chromebook will be stored in a safe location when not in use.
- The Nashua School District's Google Chromebook is the family's responsibility and will stay in the family's possession at all times.
- My child and I will not attempt to modify any software on the Google Chromebook.
- My child and I will make sure my device will be charged every day for school use.
- If any damage or defect has come to the device, please inform your school's administrative staff for replacement.

Staff expectations

- If applicable, your device is an important teaching tool and is for educational purposes only.
- I will treat the district loaned device with care by not dropping it, getting it wet, leaving it outdoors, or using it with food or drink nearby.
- My borrowed device will be stored in a safe location when not in use.
- The Nashua School District's device is the staff's responsibility and will stay in the my possession at all times.
- I will not attempt to modify any software on the Google Chromebook.
- I will make sure my device will be charged every day for school use.
- If any damage or defect has come to the device, please inform your school's administrative staff for replacement.