When a student who has a Chromebook leaves the school/cluster

Note it is important to go through this process before the learner leaves the cluster.

There is a process to follow when the student leaves a school and wants to take a chromebook that has been managed/enrolled in the school's Google Domain:
This is needed for the chromebook to be

- managed at another school ie used in another Google Domain

OR

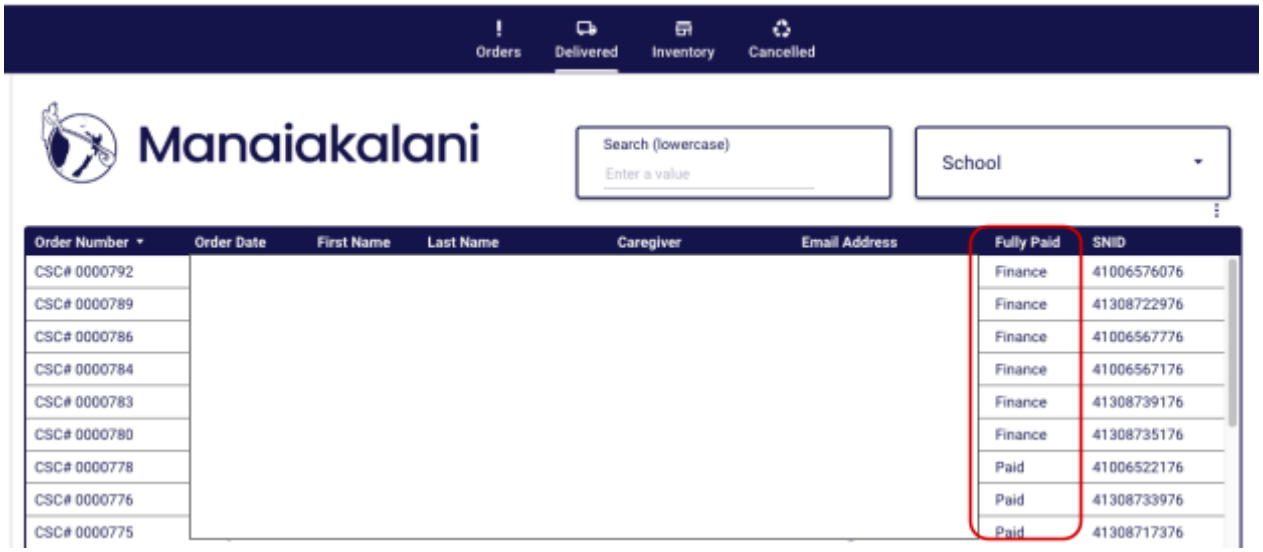
- used independently ie at home or outside of school.

The process steps are here and described below

1 Check that the learner is entitled to take the device (ie it is fully paid off)
Do the following if the device is not fully paid off
Only do the following if the device is fully paid off
2 Deprovision the Chromebook from the school's Google domain
3 The chromebook will auto reset
Resources

1 Check that the learner is entitled to take the device (ie it is fully paid off)

Check if the device is fully paid off or under finance.



If the device is under Finance, check what the remaining balance of the device is through emailing contracts@manaiakalani.org. If not yet paid off, advise the contract holder (usually parent) of the remaining balance which will need to be cleared before the learner leaves the school.

Do the following if the device is not fully paid off

1. **Ask** to hold onto the device, bag and charger until full payment has been made. Inform Manaiakalani of the condition of the device (Take some pictures).

2. If the device was purchased through the Trust and **has not** been fully paid off then provide the parent/caregiver with the Trust admin contact contracts@manaiakalani.org so they have the opportunity to pay off the device. Please use this letter template to write to the parent/caregiver to advise their payments are overdue.
3. If the device is subsequently fully paid off the Trust will confirm that the device, bag and adapter can be given to the learner.
4. Follow the deprovision steps below to ensure the device can be used elsewhere

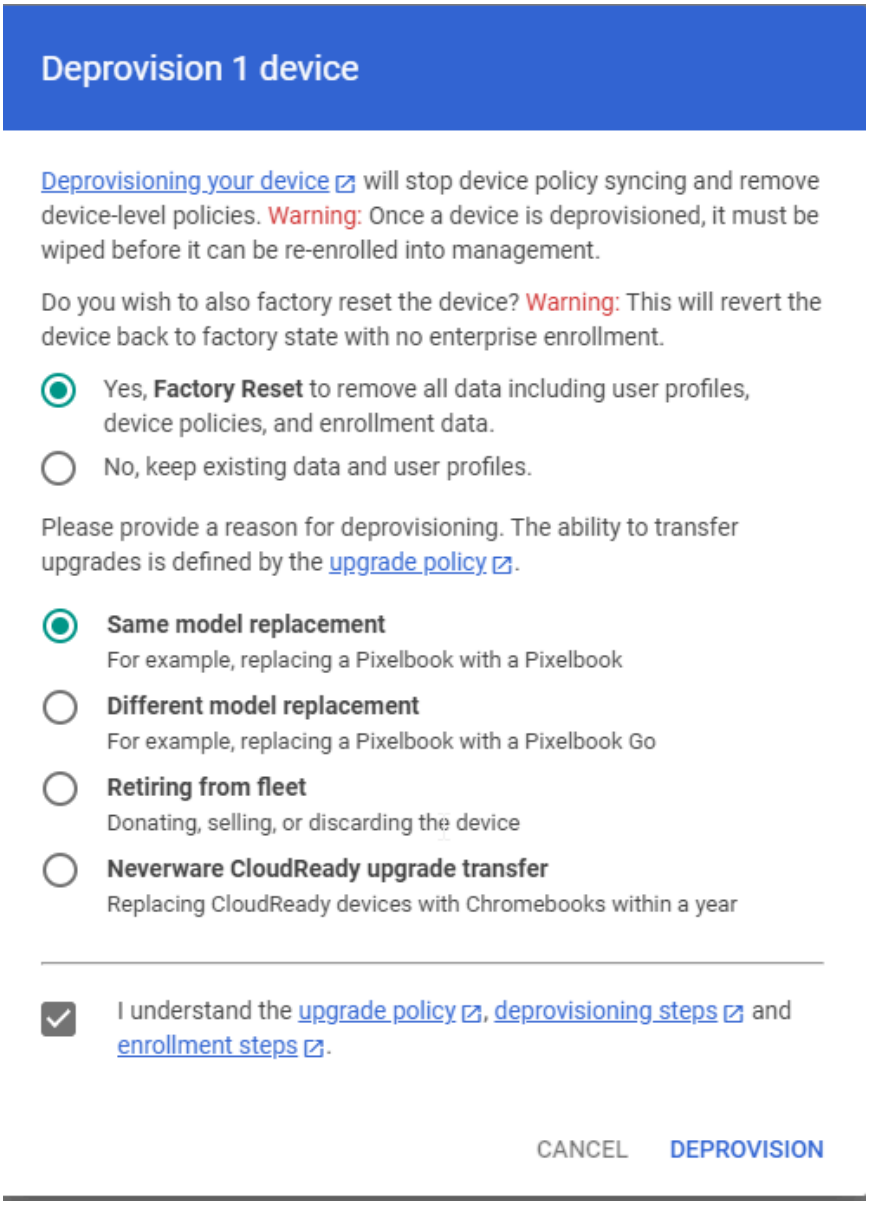
Only do the following if the device is fully paid off

2 Deprovision the Chromebook from the school's Google domain

(note this needs to be done by someone with Super Admin Access)

To remove devices that are no longer active and to clean up your Admin console, you deprovision Chrome devices.

5. Sign in to the Admin console at https://admin.google.com
6. Go to Chrome devices > Devices.
7. In the device list, select the provisioned or pending device(s).
8. Click **More Actions** and choose **Deprovision.**
9. Ensure "**Yes, Factory Reset**" and "**Same model replacement**" is ticked



10. In the warning message that appears, click Deprovision to complete the process.
11. Move the deprovisioned device to a sub-organisation called **Students who have left**

Deprovisioning will do the following for selected devices:

- Remove device policies, device-level printers, and access to Kiosk Mode (including Public Sessions)
- Prevent the ability for the device to be enrolled in the domain. To provision the device again in the future, admins must follow the steps in the re-enrollment section.
- Return licenses associated with the device(s) to the license pool. These licenses may be used to enrol same model replacements for perpetual orders (or any replacement for annual subscription orders), and must comply with the License policy.
- Remove the serial number from the default (“Provisioned”) view. Select “Deprovisioned” in order to view a list of deprovisioned devices.

3 The chromebook will auto reset

It is no longer needed to power wash the device after it has been deprovisioned. Deprovisioning provides the signal for the chromebook to reset once.

Resources

Google Chrome device license policy https://support.google.com/chrome/a/answer/2717664
Google guide to deprovisioning and disabling devices
https://support.google.com/chrome/a/answer/3523633?hl=en
Forced enrollment of devices
https://support.google.com/chrome/a/answer/6352858?hl=en&ref_topic=6274426