

## When a student who has a Chromebook leaves the 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](#)

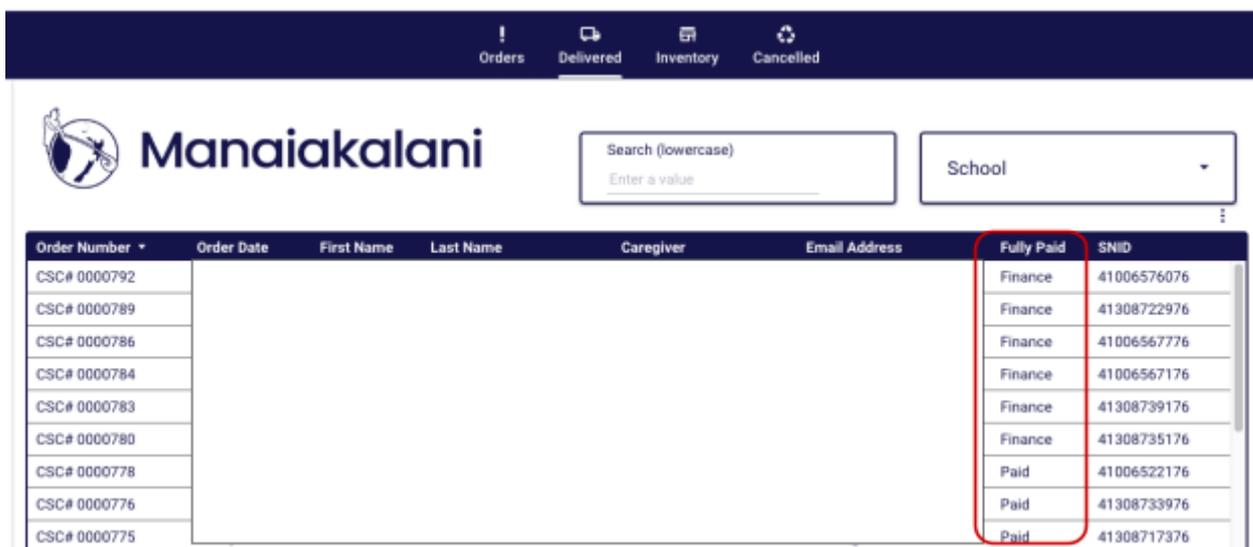
[2 Deprovision the Chromebook from the school's Google domain](#)

[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.



The screenshot shows the Manaikalani system interface. At the top, there are navigation tabs: Orders, Delivered, Inventory, and Cancelled. Below the navigation is the Manaikalani logo and a search bar. The main content is a table with the following columns: Order Number, Order Date, First Name, Last Name, Caregiver, Email Address, Fully Paid, and SNID. The 'Fully Paid' column is highlighted with a red box. The table contains 10 rows of data, with the last two rows showing 'Paid' status.

Order Number	Order Date	First Name	Last Name	Caregiver	Email Address	Fully Paid	SNID
CSC# 0000792						Finance	41006576076
CSC# 0000789						Finance	41308722976
CSC# 0000786						Finance	41006567776
CSC# 0000784						Finance	41006567176
CSC# 0000783						Finance	41308739176
CSC# 0000780						Finance	41308735176
CSC# 0000778						Paid	41006522176
CSC# 0000776						Paid	41308733976
CSC# 0000775						Paid	41308717376

If the device is under Finance, check what the remaining balance of the device is through emailing [contracts@manaiakalani.org](mailto: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 Manaikalani 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](mailto: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

## Deprovision 1 device

[Deprovisioning your device](#) will stop device policy syncing and remove device-level policies. **Warning:** Once a device is deprovisioned, it must be wiped before it can be re-enrolled into management.

Do you wish to also factory reset the device? **Warning:** This will revert the device back to factory state with no enterprise enrollment.

- Yes, **Factory Reset** to remove all data including user profiles, device policies, and enrollment data.
- No, keep existing data and user profiles.

Please provide a reason for deprovisioning. The ability to transfer upgrades is defined by the [upgrade policy](#).

- Same model replacement**  
For example, replacing a Pixelbook with a Pixelbook
- Different model replacement**  
For example, replacing a Pixelbook with a Pixelbook Go
- Retiring from fleet**  
Donating, selling, or discarding the device
- Neverware CloudReady upgrade transfer**  
Replacing CloudReady devices with Chromebooks within a year

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I understand the [upgrade policy](#), [deprovisioning steps](#) and [enrollment steps](#).

CANCEL **DEPROVISION**

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](https://support.google.com/chrome/a/answer/6352858?hl=en&ref_topic=6274426)