CLERICAL ONE-PAGER

Who is eligible to receive a district-loaned computer and hotspot? Will any students be turned away?

- **Internet**: Regardless of family income, students are eligible for a district-loaned hotspot if they have low- or no connectivity at home. This includes families who rely on cell phone hotspots or public wifi.
- **Laptops**: Regardless of family income, students without access to a personal, at-home laptop (not a tablet) will qualify for a school-owned device.
- **Tech Support**: All families are eligible to receive tech support.

When and how do students get their device?

To qualify, the student and/or family **MUST** register either online via the Aeries Parent Portal or the scannable Back-to-School Form. There are three technology questions under Authorizations:

1. Does the household have a computer?
2. Does the student have a computer?
3. Does the student have reliable internet access?

A "No" for Questions 2 and/or 3 results in a student receiving a district-loaned device IF they do not have a device checked out in Aeries already. We must prioritize those students with an unmet home digital access need.

For students that have a computer or internet need indicated in Data Confirmation but already have a device checked out to them, they must either return their broken device or report a lost or stolen device to the school before a new district-loaned device can be issued.

Parents that complete the scannable Back-to-School form may experience delays in receiving student devices as the information must be in Aeries in order for Technology Services to prepare a device for the student. Admin Assistants will check devices out to students once they arrive at their site. High school students may take their devices home. Elementary and middle school students require parents to receive the device.

What if a student has had a change in home digital access or the parent indicated they have a device when they don't? What if the student needs a replacement device for a broken, lost or stolen one?

Clerical can update Authorizations on behalf of the student. Please refer to page 7 in the guide for instructions.

What if a student or a parent of a student does not claim a device or rejects a device?

Any unclaimed or rejected devices should be indicated in the Tech Status field under Demographics to avoid receiving duplicate devices.   Please refer to page 8 in the guide for instructions.

What if a device is lost or stolen? What if it is broken?

If the device is broken, first inform the School Data Tech Lead to see if it can be repaired. If the device is lost or stolen or beyond repair, follow the steps below:

Broken District-Loaned Devices	Lost and Stolen District-Loaned Devices	Lost/ Stolen/Broken #OaklandUndivided Devices
✓ Complete Pick-Up Request (https://bit.ly/3A3MC4V), set aside in a safe location with a label for "broken" devices ✓ In the student record, under Aeries District Assets: ❏ For the device, click Edit icon ❏ Under Condition, select (B) Broken or (D) Damaged ❏ Take note of IMEI number if it's a hotspot ❏ "Check In" device ✓ For hotspots, please submit a HelpDesk ticket and provide the student ID and IMEI number of the hotspot so we can cancel service ✓ Parents will need to update responses under Authorizations for student to receive a replacement	✓ Device is no longer in the student's possession ✓ In the student record, under Aeries District Assets: ❏ For the device, click Edit icon ❏ Under Condition, select (L) Lost or (S) Stolen ❏ Take note of IMEI number if it's a hotspot ❏ "Check In" device ✓ For hotspots, please submit a HelpDesk ticket and provide the student ID and IMEI number of the hotspot so we can cancel service ✓ Parents will need to update responses under Authorizations	✓ These devices are not site or centrally managed; Tech Exchange can fix software issues ✓ They have #OaklandUndivided branded on the cover of the Chromebook ✓ Complete the same steps for district-loaned devices (columns to the left) ✓ For broken/damaged, complete Pick-Up Request (https://bit.ly/3A3MC4V), set aside in a safe location with a label for "broken #OaklandUndivided devices" Replacement Process (subject to change): ✓ Parents will need to update responses under Authorizations for the student to receive a district-loaned device as a replacement ✓ OUSD will collect and e-waste

		for student to receive a replacement	#OaklandUndivided devices

Where can students go for tech support?

The Tech Exchange Tech Hub (2530 International Blvd., Oakland) offers **FREE** in-person and over-the-phone (510-866-2260) support to students and families. Hours of operation are Wednesdays through Saturdays 10am-4pm. No appointment is necessary.

- Tech Exchange can troubleshoot #OaklandUndivided devices if it's a software issue (ex. mic/video does not work, screen is dark, can't access Zoom)