



ONE to ONE PLUS Student Help Desk

The One to One Plus student help desk enables students to quickly submit a help desk ticket that automatically routes to the proper technician for easy updating and closure.

Follow these instructions to report an issue with your school-issued Chromebook:

1. Visit the Library Media Center to use the Chromebook Kiosk to report an issue with your school-issued device.

2. Sign In with Google

The screenshot shows a sign-in page for the ONE TO ONE PLUS system. On the left, there is a logo with the text "ONE TO ONE PLUS" and a "Website" link below it. On the right, the heading "Sign into Ardsley Free Union School District" is displayed. Below the heading is a "Sign In with Google" button. Underneath that are two input fields: "Username" and "Password". At the bottom right is an orange "Sign In" button with a lock icon.

3. Click on Incident Report

The screenshot shows a button with a laptop icon and the text "Incident Report". Below the button, the text reads: "Once you've completed this form, please bring your device to the tech office."

4. Fill in **ALL** of the fields in the form and click **Save**.



Incident Report

Once you've completed this form, please bring your device to the tech office.

i What is the issue? Provide details on your issue or asset request.	Types *
	Description *
Who is being affected?	Related User *
Select your device	Related Asset
What School are you in?	Site * District
Provide a photo of the damages	Please turn in chromebook  Click to choose files or drag here

✓ Save

5. Give your Chromebook to Ms. Tallevi, Ms. Zappia, or Ms. Roemer.

The Technology Department will evaluate your device and a loaner will potentially be assigned to you.