1:1 TECHNOLOGY
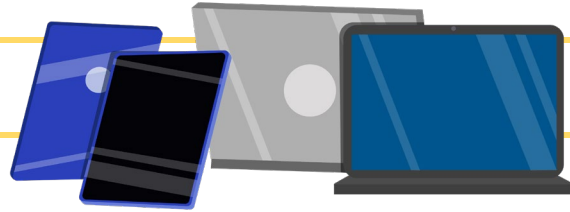
FREQUENTLY ASKED QUESTIONS

FOR STUDENTS AND FAMILIES

Select a category from the list below

- ▶ Devices and Hardware
- ▶ Technical Support
- ▶ Internet and WiFi
- ▶ Student Accounts, Apps and Software
- ▶ Security

Devices and Hardware

Will all students receive a device from IDEA?

- Yes, each student will be issued one technology device (Tablet, Chromebook, or Windows Laptop) depending on the grade level.

Chromebook Tab 10 (tablet)		Every **Pre-k and Kinder students** should be issued a Chromebook tablet with case.
Chromebook		Every **1– 8 grade student** should be issued a Chromebook, *unless your campus was identified as having an initial inventory of Windows (COW) laptops in which case younger students should be prioritized to receive Chromebooks rather than laptop for ease of use.* Ex. 2-5th Chromebooks, 6th-8th Windows laptops
Windows laptop		Every **9-12 grade student** should be issued a Windows laptop.
Headphones		All students receive regular headphones except those designated a headset with a mic (Speech, EL, Pre-K – 2nd students).

Go to www.ideapublicschools.org/learningtech for more information and technical support.
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Headset wit Mic		Speech and EL headsets should arrive by next week – and must ONLY go to these students. An update on Pre-k – 2nd headset timeline will be available early next week.
MiFI Mobile Internet		Only for students with critical needs

How do students log in to their device?
- Students will use their IDEA Student Account username and password to access their device. Click on the link below for the appropriate device.
  - ▶ Tablet Getting Started Guide
  - ▶ Chromebook Getting Started Guide
  - ▶ Windows Laptop Getting Started Guide

When will we receive the devices?

- Please, contact your campus to define the time and dates for distribution base on your child grade level.

Will devices be collected at the conclusion of each year?
- Yes, all devices will be collected at the end of year, reformatted, and distributed to students at the start of the next school year.

What happens if we transfer schools or leave IDEA?

- If you transfer schools, you will be required to return your device to your existing school before student the records request is completed. If transferring to another IDEA campus, your new school will assign you a different device.

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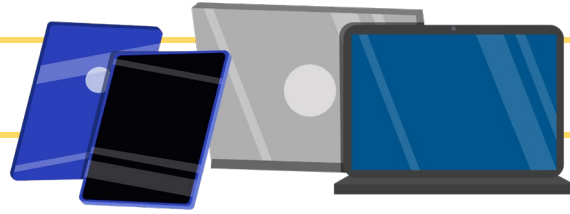
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FOR STUDENTS AND FAMILIES

Do all students have to use IDEA devices, or can we use our own for distance learning?
- Students are expected to use IDEA issued devices for learning as they will have the individual set up with the proper access to systems and applications for the students.

Can students bring their own device to use at school?
- Contact your campus for information regarding personal electronic device use on campus. All personal electronic devices will not be supported or connected to IDEA campus networks.

Technical Support

What happens if a device is not working or damaged?

- Students and parents can request technical support for IDEA issue devices to resolve the problem. The following link can be used to enter a support ticket. Student Technology Request Form

Are parents responsible for devices damaged/lost/stolen during the school year?

- Parents will sign an electronic agreement form provided by your campus which outlines the responsibility for the devices. Click here to read the Student Technology Use Agreement.

How can students request technical support?
- Submit a support ticket by using the following link: Student Technology Request Form

What if we cannot afford to pay for repair or replacement?
- An Insurance option from a 3rd party will be available for parents that can provide options for theft and loss up to including accidental damage.

Are there insurance or warranty options?
- Yes, the following link can be used to find out more about insurance options. 20-21 Student Device Coverage Form

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FREQUENTLY ASKED QUESTIONS

Internet and WiFi

What if we do not have internet at home?
- Contact your campus to request support and learn about internet options for students.

How do we request a MiFi?
- Contact the APO or Academic Counselor at your campus for more information.

Student Accounts, Apps and Software

How do students log in to their classes in Teams?
- Students will use their IDEA Student Account username and password to access their IDEA device, Teams and applications for learning. Click here for the Student Account Getting Started Guide,

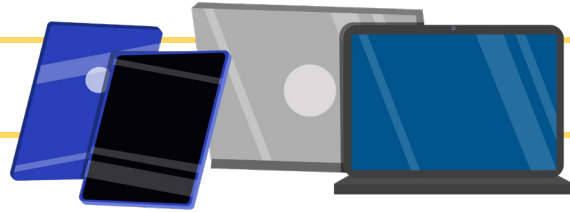**Does each student have their own individual account to access applications and software?**
- Yes, each account is unique to the student that allows access to the specific applications.

What software will students have access to?
- All students will have access to Microsoft Office365 Online when using their IDEA issued device. Students issued Windows Laptops can request to have the desktop versions installed to their IDEA device by entering a support ticket. Chromebooks and Tablets are not designed for desktop version of Office365.

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Security

What is IDEA doing to make sure students are safe online?
- All student devices meet and exceed the CIPA (Children Internet Protection Act) requirements and have proper security set up for all IDEA issue devices. Public Schools provides students with individual accounts that will allow them to access all learning platforms, data and devices. By utilizing individual student accounts, we can require that "virtual meetings" cannot be joined by outside users or guests without a valid login. Reducing the risks such as "zoom bombing".
- We also utilize several different security platforms to reduce the change of cyber bullying by monitoring all student Teams chats for inappropriate language and various keywords. With the introduction of iboss, even while connecting from home we can ensure kids are safe online and can enforce safe searches for web content and age appropriate websites.
- Additionally, IDEA has selected Microsoft cloud services for students since Microsoft complies with global security standards and has more certifications than any other cloud provider in the world.

What is the consequence if a student is caught bullying on Teams?
- Consequences for inappropriate use are outlined in the [Student Technology Use Agreement](#). Contact your campus to learn more details.

What happens if my student is being bullied through Teams?
- All bullying incidents should be reported to your campus. Students or Families can contact their teacher, Academic Counselor, Assistant Principal or Principal via Remind, Teams or phone. All chats in Microsoft Teams are monitored for inappropriate language and various keywords, chat records will be reviewed should an investigation arise.

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