

Student's Hardware Maintenance and Troubleshooting Guide

Care of your Chromebook and related equipment:

1. Keep the laptop in the laptop bag. Only laptop specific equipment (charger / mouse) should ever be in the bag with the laptop.
2. Keep your Chromebook charged. Letting the battery drain all the way damages it permanently. You will be responsible for a failed battery. If you are going to leave the computer untouched for more than a few days, then leave it plugged in the entire time.
3. Update the Chromebook's operating system when it notifies you there are updates. This will keep it working properly, and will help protect you from malicious websites.
4. Food and liquids should never be near the laptop. It is quite difficult to get food out of keyboards, and liquids can quickly destroy a computer. You will be billed for difficult or impossible to clean equipment. If your laptop does get wet, please turn it off and leave it off for several days to allow it time to completely dry.
5. See Troubleshooting below for cleaning instructions.
6. Have any damaged tags replaced by school staff as soon as possible. Without the tags, we may not be able to identify the equipment, and you will not receive credit for returning it. Return damaged tags that have been removed, along with the equipment to the library.
7. Keep the laptop clean. Do not modify the equipment with stickers, paint, pens, pencils, etc.. Do not scratch or otherwise modify the Chromebook. You are welcome to modify your computer bag as you see fit, just as long as it continues to serve its function.
8. The laptop and charger are for your use only. Do not allow others to borrow or use your equipment. You are fully responsible for any damage done by others. **If your equipment is taken without permission you must report it to the high school main office as soon as possible.**
9. Be gentle with the attachments to the computer. Power cords and similar attachments can easily be damaged if they are pulled on or crushed. A computer broken attachment ports cannot be issued to other students and you will be billed for a replacement.
10. The computer is to be used as is. Do not take it apart for any reason. If there is a problem, please report it to the library so we can repair or replace it.

Troubleshooting

1. Before reporting a problem please:
 - a. Try rebooting the computer.
 - b. Make sure the Chromebook is updated.
2. Take the equipment to the HS library. You will fill out a form, leave the damaged equipment, and receive temporary loaner equipment. The IT Manager will pull you from class if needed to get the equipment fixed. Loaner equipment will need to be returned to the library
3. If a computer requires cleaning, they may go to the school library to borrow cleaning supplies.
 - a. Cleaning requires Isopropyl Alcohol and a clean soft cloth.
 - b. Place a small amount of alcohol on the cloth (damp, not soaked) and rub gently and repeatedly on the affected parts of the computer to clean it.
 - c. The alcohol will evaporate quickly, preventing damage to the electronics.
4. Lost passwords should be reported to the high school main office staff. They will reset the password for you.