

## ZM Schools Student Technology Offerings and Support during Distance Learning

\* Continue to check the school website, teacher emails and classroom portals for more tech resources and tips for students and parents as we all adapt to these new instructional challenges

### General Information

**Grades 6-12 Students** will continue using their school issued device. Students who do daily device checkout will be allowed to use that device during distance learning at no cost.

**Students in grades 1-5** are offered and encouraged to bring home their classroom device for online instructional activities. Parents should have been notified of this by their homeroom teacher.

**All students and families are responsible for the care of their device, charger, etc... at all times while at home.** Devices should only be used by the student for school purposes, or possibly by the student and parent together for conferencing with teachers. Students are not to allow others to use their device, setup personal accounts, etc... on devices.

Due to school closing and contact restrictions (social distancing) it is **very critical that students do all they can to keep devices in good working order, as well as be able to do basic troubleshooting** (see below). ZM has a very limited number of spare devices, and due to the current pandemic more devices are all but impossible to get.

**Beyond Basic troubleshooting, students/parents/other should never** attempt to reset their device, sign in on any account other than their own, disassemble their device including removing keys, covers, etc... Doing any of those things will void any insurance or liability coverage on the device and you will be expected to reimburse ZM for any repairs/replacements.

**NEVER use a charger other than the one that was sent with the device.** HP chromebooks and HP laptops all use the chargers with the blue tips and are interchangeable WITH THE EXCEPTION of grade 5 HP chromebooks which have a unique usb-c charger.

**Should you require Device Support**, contact Grant Voth, ZM Technology Coordinator via school email ([grantv@zmsch.k12.mn.us](mailto:grantv@zmsch.k12.mn.us)). Please include your name (parent/guardian please for younger students), student grade (for device type), contact phone number and the best time to reach you where you have access to the device and if possible, internet access. Email and phone support will be first, but if necessary, device repairs and device exchanges will be offered via dropoff and pickup only, as the school buildings are closed. Good device cleaning before handoff will be practiced.

Should your device stop working and you need access before your device can be repaired or replaced, be aware **that most if not all of your school online learning tools are accessible from other devices if you sign into your ZM account.** Students should let Mr. Voth know right away if their device is not working, as well as contacting teachers so they can help find alternative ways to continue instruction.

**Students who do not have internet access at home or otherwise accessible** should contact their building Principal so we can work out alternative ways to get materials to families. At this time, unfortunately, ZM is very limited in what assistance it can provide as far as getting internet into homes.

We encourage you to reach out to local internet service providers to sign up for service, but have been told that many are not adding/installing new accounts due to the current crisis. Phone service provider hotspots are also weeks and months behind on backorders, but it still may be worth contacting them as well. If something changes and ZM is allowed to provide access to safe clean locations within our building during school hours for those without access, we may provide this as an option, but right now our buildings must stay closed to the public.

## **Basic Troubleshooting/Prevention/Maintenance – Try this before contacting ZM tech support**

1. Restart your device. Hold power button in until screen goes black AND power indicator light turns off. Press button again until it turns on
2. Check your battery. Or just plug device into charger and restart.
3. If you have added any extensions in chrome, remove them. Email Mr. Voth or google search if you don't know how to do that.
4. Stay away from web based games not assigned by your teachers! These sites are notorious for messing up your browser (chrome or edge). Generally doing a restart or browser cleanup (see #3) will repair this.
5. Update your device. Search online how to update your chromebook (grades 3-5, 7-8) or windows laptop (grades 6, 9-12), or contact Mr. Voth if you cannot find it.
6. Make sure you are under your ZM account, not your personal one. Most ZM online tools sync back thru your main office 365 login (your email address and password). Younger students may not understand all this, but parents can contact homeroom teachers for help first if needed. Students in grades 7-12 will need to contact Mr. Voth if they are having password/login issues.