



WCS Reopening Framework

FAQ: Technology

When will my child be issued a Chromebook?

Chromebooks will be issued during the first week of school if we are on-campus. If we are not on-campus for the first week of school then curbside distribution of Chromebooks will be coordinated by the individual school staffs.

What grades will be issued Chromebooks?

Chromebooks will be issued to students in grades K-12.

How do I get support for hardware or software issues with my child's Chromebook if we are in Remote Learning?

The online support telephone number and e-mail address will be distributed with the Chromebooks along with instructions to follow.

Will my child be able to get a replacement Chromebook if the one they have breaks or stops working?

Yes. Instructions for replacement Chromebooks will be distributed with the Chromebooks.

How do I periodically disinfect my child's Chromebook?

Guidance for periodic disinfecting of Chromebooks is found at the following link from Dell <https://www.dell.com/support/article/en-us/sln308919/dell-commercial-laptop-recommended-cleaning-guide?lang=en>

What do I do if I can't get good internet connectivity for my child's Chromebook at home?

If there is a strong enough cell phone signal at your home, you can request a mobile hotspot (a.k.a.: Kajeet) from your school principal giving them the name of the cell phone provider in your home area.



What do I do if I don't have a strong enough cell phone signal at my home to support a mobile hotspot for my child's Chromebook?

Some cellphone signal providers can provide equipment to boost the signal in particular areas. Contact the cell phone providers in your area to see what signal boost options they can provide.

What do I do if the cell phone signal provider in my area can't provide a boosted signal?

Contact your school principal and we will be able to provide a supervised space inside the school where your child/children can sit and utilize the WCS Wi-Fi network to connect and do their work.

I have heard there are places at most WCS schools where I can park my vehicle, or sit near the building, and connect to the WCS Wi-Fi network. Is that true?

Yes. Contact your school principal who, in concert with the IT Tech for your child's school, can tell you the best spot at your school or other schools in your feeder pattern where you can connect from outside the building.