Welcome to your new Chromebook from Amazon

This is information for families who have received a donated Amazon Chromebook laptop to support your Seattle Public Schools student with learning at home.

We have provided you with helpful links to the information you will need to get started.

This laptop is a gift for your student to keep, even after schools reopen. Since this is not a district-owned device, SPS is not able to provide technical support for setting up the machine. If you are having difficulty, we have a team of community volunteers ready to provide families with technical support if the links below are not enough to get you started. If you would like someone from this team to contact you, you can find more information below.

For logins to online platforms like The Source, your student's school or teacher may be able to help.

With this donated Chromebook laptop from Amazon, it will be your responsibility to monitor usage or utilize parental controls so your child can use the computer to learn and complete schoolwork in a safe and protected way. Google Family Link is one free app that provides some of these parenting controls. If you choose to use this, you can install it yourself.

Get Help With Your Chromebook or Getting Online with Seattle Public Schools Programs:

- **How to get started with your new chromebook**
  - [https://www.google.com/chromebook/howto/get-started/](https://www.google.com/chromebook/howto/get-started/)

- **Find help with common tech resources and problems here:**
  - [www.seattleschools.org/tech-supports](http://www.seattleschools.org/tech-supports)

- **Find SPS Online Student Resources:**
  - [https://www.seattleschools.org/student_portal/online_student_resources](https://www.seattleschools.org/student_portal/online_student_resources)
  - Talk with your student’s teacher about what resources they are using.

- **Further assistance needed?**
  - Get live help from a tech support community volunteer on Chromebook set-up or in-home tech problems
  - Call 206-413-2700 Monday-Friday 7:30 a.m. - 7:30 p.m.
  - Or request a call-back here: [www.seattleschools.org/family-tech-form](http://www.seattleschools.org/family-tech-form)

Still need a computer or wifi assistance? Please reach out to your school principal or other school contact if you have a need for another device or internet equipment. The phone numbers above cannot be used to request additional equipment or find out the status of existing requests.