

Starting Guide for Donated Chromebooks for Students



What is this laptop for?

- This laptop was a donation from Amazon and belongs to your family. You will not be asked to return it.
- Keep it safe. There are no replacements if it gets broken.
- This laptop is not managed by Seattle Public Schools (SPS). There are no replacements, repairs, or technical support available.
- Laptop can be used for anything. It is your family's possession. The intention is that it will be used to support your student's learning.
- If your child is not enrolled in summer school, please verify that the machine works now and get it ready for the fall.
- Alert your principal if you are not able to setup your laptop so that they know you do not have a working computer.

Internet and WiFi:

You will need WIFI in order to use this laptop to work with your teacher or to access the SPS materials. If you do not have WiFi, please try these options:

Low-cost Internet Services

- Comcast low fee internet is providing very low fee internet now to families qualify.
- Wave Internet: Eligible for those who qualify for assistance.

WiFi Hotspots

- Cell phone as hotspot: Those with a Verizon or T-Mobile mobile phone, you can use your phone data plan as a hotspot. Contact your carrier.
- Public free hotspot locations: FREE around city of Seattle: www.xfinity.com/wifi
- Free personal hotspots: If above are not options, try the public library, or your school principal as they MIGHT have options for free hotspots or other alternative ideas.

Parental Controls

Parents and guardians are responsible for monitoring their student's appropriate internet use on these computers. These computers are not pre-loaded with any parental controls or limits to internet usage. **Monitor your student's usage of the internet closely.**

Google Family Link provides free parental controls on Chromebooks. However, these controls block the use of YouTube, which is where many teacher videos are posted. Setup Google Family Link if your child will be using the laptop for non-school activities (games, etc). Learn more about Family Link here: <https://families.google.com/familylink/faq/>

Setting Up Your Chromebook Laptop

1. **KEEP YOUR BOX and all materials inside.**
2. Plug in the laptop and open the laptop
3. You will see a welcome screen:
 - a. Set your language
 - b. Set your keyboard (select US)
 - c. Select your network and enter password (if required).
 - d. Press continue
4. Terms and Conditions: Read and press “Accept and Continue”
5. Sign-in to Your Chromebook:
 - a. In order to use your Chromebook, you must use a Google Account. You can use an existing account, or setup a new account. If you do not have an account, click “More Options” and “Create Account.” Make sure that you set up the Google Account with an adult account. Children’s accounts will be blocked from YouTube.
6. Take a Tour (OPTIONAL) Consider using the “Take a Tour” feature
7. **You are now setup!**

After Setup: Connecting to your teacher or school

- Contact your teacher or school to find out what online tools you will need.
- Many school online resources require students to login with a username and password.
 - For information about student usernames and links to many SPS learning tools can found at: https://www.seattleschools.org/student_portal

Broken Chromebook

- If your laptop arrives not working, or if you accidentally break your laptop, SPS does not have replacements or replacement parts. If you cannot get it to work, please alert your principal and teacher so you can work on another way to continue your student’s studies.
- You can contact ACER with the phone number provided in the box to see if they can repair it. If ACER agrees to fix it, you will be required to package the laptop and ship it back to them.

Tips, Frequent Problems and Tips

GENERAL HELP: I’ve never used a Chromebook – I need help!

English: Chromebooks tips: <https://youtu.be/yTGs-CekbhY>

Spanish: Chromebook tips: <https://youtu.be/9fydVk3c-n0>

PROBLEM: YouTube is blocked

SOLUTION: You must login to the Chromebook with a Google account that is set for an adult. Google accounts where the age is set to under 13 will be blocked from YouTube.

PROBLEM: Microphone or Camera not working.

SOLUTION: Update settings.

1. click on the lock icon in the search URL box (at the top of browser window)
2. click on “site settings”
3. change Camera and Microphone to “Allow”