

## **FREQUENTLY ASKED QUESTIONS: CASS D63 TECHNOLOGY**

For additional FAQs, please log on to [www.CassD63.org](http://www.CassD63.org)

**Who do I contact to assist with tech issues which may arise for my student?** Cass School District 63 provides a help desk to assist with any tech issues your child may encounter. This includes physical issues with the device, connectivity issues, or accessibility concerns. You will use your student's Cass d63 email and password information to create a new ticket. Log on to [CassD63.mojohelpdesk.com](http://CassD63.mojohelpdesk.com)

**Do I need to have Internet service at home for this device to work?** Yes, there will be projects and assignments that do require Internet access. If your family does not have internet access, please see the options listed below.

**How do the devices connect to the Internet?** All of the devices provided by the district have built-in WiFi, so they can connect to any available home or public WiFi network. They automatically connect to the WiFi network in both schools.

### **Free Wifi spots in 60561**

- Indian Prairie Public Library 8, all other public libraries
- McDonald's (Plainfield 8. 75th St)
- Panera Bread (all)
- Whole Foods (63rd St)
- Starbucks (all)
- Barnes & Noble (Bolingbrook Promenade)

**What if the devices are lost or damaged?** Parents)/guardian(s) are responsible for use of the device, including damage or loss of the device.

- **Accidental Damage:** In the event of accidental damage to the device which is greater than \$50, the parent is responsible for the first \$50 of the cost of the repair. Cass School District 63 will fund the remainder of the repair only the first repair of the school year. After the first damage, the parent is responsible for the replacement cost of the device.
- **Theft:** In the event of theft, upon presentation of a filed police report, the parent is responsible for the first \$50 of the replacement cost. Cass School District 63 will fund the replacement cost, for a single occurrence.
- **Loss:** In the event that the device is lost, the parents are responsible to cover the entire replacement cost of the device.

**Who owns this device?** Cass School District 63 owns this device. The device will be checked out to the student at the beginning of the school year and will be collected at the end of the school year. The student will be free to take the device home every night as needed. It should come to school with the charger and a full charge every day.

**Can a student bring in his/her own electronic device?** For internet safety and security reasons, Cass School District 63 insists that all students use a district-issued device in school. Personal devices are to be kept off and in lockers during the school day.

### **How do I take care of my device?**

- **Transportation.** The devices must travel in the protective sleeve/cover provided with the device. Do not place the device into any baggage or backpack without it being inside of the protective sleeve/cover.
- **Cleaning.** Never use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives. Only use a soft, slightly damp, lint-free cloth to clean the device. Do not put water or other liquids directly onto the device. Baby wipes work very well.
- **Glass.** The device's screen is made out of glass. Do not drop it on a hard surface or cause substantial impact to it. If the screen does chip or crack, don't attempt to fix it. Please return it as is.
- **Charging.** Use only the provided Power Adapter.
- **Environment.** Never expose the device to water, wet locations or high humidity. Also never attempt to dry it with an external heat source, such as a microwave or hairdryer.
- **Extreme Heat or Cold.** Never leave the device in the car or outside.
- **Ports.** Never try to insert anything into the connector port except the provided Power Adapter.
- **Security.** Never leave the device unattended or inside of a vehicle overnight to help deter from theft opportunities.

### **What if my student forgets his or her device?**

Students are responsible for bringing and returning the device to school. However, there will be occasions when a child forgets a device. In this case, the student will check out a loaner device in the Learning Center for the school day. The student will be responsible for returning the device back to the Learning Center at the end of the day.