

<p>Do I get my laptop the same time that I pay the \$40 insurance for it?</p>	<p>We are planning to hand out HS laptops when students come to pick up their schedules if they have all of their online forms completed and pay their insurance.</p> <p>All other grades, students that have paid their \$40, have completed their online forms, and attended one of the technology meetings will get their laptops on the first or second day of school. The 5<sup>th</sup> and 6<sup>th</sup> graders will be not be getting their laptops until after Fair Break.</p>
<p>Can the \$40 be waived like our school fees?</p>	<p>No it cannot. It is used to pay for the insurance for the laptop each year. See Mr. Herr if you have questions regarding this issue.</p>
<p>What do I need to do if something is broken on my laptop?</p>	<p>You need to go and see Mrs. Cawley as soon as it happens.</p>
<p>What if something is not working or acting “weird” on my laptop?</p>	<p>You need to go and see Mrs. Cawley so she can take a look at it and have some documentation on it. It may just be a simple fix to get it to stop acting up.</p>
<p>If my laptop needs to be sent in to be fixed, will I get a replacement one to use?</p>	<p>There are Chromebooks available to borrow during the school day if your laptop is “in the shop”. Just ask and Mrs. Cawley will let you borrow one.</p>
<p>How long does it take to get my laptop fixed?</p>	<p>It depends upon what is wrong with it. If it is something that can be fixed in house, it could be fixed within minutes or hours. If it has to be sent out, it could be up to two weeks.</p>
<p>What is the procedure when I take my laptop to Mrs. Cawley?</p>	<p>You knock on her door and tell her what the issue is and she will write it down on a ticket. When she has time, she will work on your laptop. Laptops are worked on in the order that they come into the office. She has over 800 computers that she has to keep running on a daily basis, so your laptop may not be fixed immediately.</p>
<p>Things are running extremely slowly on my laptop. What should I do?</p>	<p>To keep this from happening in the first place, you <i>should</i> be shutting your laptop down each day when you are done with it. That doesn’t mean shut the lid – it means to actually properly shut down the computer by clicking on the “start” button, then the power button and choosing shutdown. Do <b>NOT</b> shut down your laptop by holding in the power button.</p> <p>However – if your machine is running extremely slowly – restarting it will probably help immensely.</p>

Can I get a new laptop case if my shoulder strap is broken?	No, you can't at this time. We are starting a replacement cycle this year of laptops and cases so when your class gets the new laptops and cases is when you get a new one!