

A silver MacBook laptop is shown from a front-facing perspective, open. The screen displays a desktop environment with a space-themed background featuring a purple and blue nebula. The text "WHS - Tech Services Dept." is overlaid in white, bold font across the center of the screen. The dock at the bottom of the screen contains various application icons. The keyboard and trackpad are visible below the screen.

WHS - Tech Services Dept.

WHS - Warranty & Insurance



- ➔ All computers are covered by Apple's warranty against manufacturer's defects
- ➔ The Windham School District's Laptop Equipment Accidental Damage/Loss Policy is in place to cover most issues that may arise with the MacBook
- ➔ The WHS Student & Parent/Guardian Laptop Agreement needs to be signed before you receive your MacBook
- ➔ A \$35 check made out to the Windham School District to cover the policy

Insurance Deductibles



- ➔ Insurance claims have three levels of deductibles
 - ✓ **Tier I** - \$0 (many minor repairs fall under this category)
 - ✓ **Tier II** - \$50 (cracked housing, etc.)
 - ✓ **Tier III** - \$100 (cracked screen, total loss/spill damage, etc.)
- ➔ Any issues concerning repairs or potential insurance claims are reported to the WHS Tech Services Department:

Room D202

whshelpdesk@windhamhighschool.org or ext. 4200



Taking Care of Your MacBook

- ➔ **DO NOT** put your MacBook in your backpack, even if it is in the case
- ➔ **DO NOT** leave ANYTHING on the keyboard when closing your MacBook (cloths, ipod, cellphone, etc.)
- ➔ **DO NOT** use your computer as a folder to store papers.
- ➔ Keep ONLY your MacBook in your school assigned black laptop case when you are not using it.
- ➔ **DO NOT** drop the case on the floor, use it as a backpack or backrest on the bus, put heavy books on it, or cram it in your locker.
- ➔ Keep your computer away from dampness or wet weather, such as rain, snow, and fog.



Taking Care of Your MacBook

- ➔ Keep your MacBook away from extreme heat or cold. Leaving it in an unventilated car or in the sun could damage it. If your computer has been exposed to cold conditions for a long period of time, let it warm up to room temperature before using it or turning it on.
- ➔ Close the lid gently from the center and wait for the sleep light to pulse before moving the computer.
- ➔ Remember, hard drives don't like to be bounced around, and screens will break if enough pressure is applied to them.
- ➔ The laptop must be returned in similar condition – no stickers, scratches, writing, engraving or defacement.

Using Your MacBook



- ➔ Set up your computer on a Flat/Stable work surface.
- ➔ Keep your computer away from ALL liquids.
(Water, Juice, soda, gasoline, etc.)
- ➔ DO NOT eat or drink while using your computer.
- ➔ When attaching the Charger to the MacBook, make sure the cord isn't stretched too tight; it should be a little loose.
- ➔ DO NOT insert things, especially metal, into any openings of your MacBook.

Using Your MacBook



- ➔ Be patient. Sometimes computers take a few seconds to think, so don't start pounding on the keys if your computer doesn't respond right away.
- ➔ Plug in your computer when you get home from school so your battery will be fully charged for the next day.
- ➔ Your MacBook does NOT have a replaceable battery.
- ➔ If you have problems with your MacBook, stop using the computer and ask your teacher for assistance, or a referral to the WHS Tech Services Dept

Cleaning Your MacBook



- ➔ **DO NOT** spray liquid directly on the computer.
- ➔ **DO NOT** mark the MacBook in any way with markers, stickers, etc. Each MacBook is labeled with a district identification barcode and student id label. Do not remove these labels.

Protecting Your MacBook



- ➔ Be wary of theft – it's very easy to walk away with a laptop
 - ✓ Keep in constant contact with your computer.
 - ✓ **DO NOT** leave your laptop unattended.
 - ✓ Whenever possible, lock up your laptop.

Battery Tips



- ➔ Initial charge – overnight
- ➔ Bring to school FULLY charged every day
- ➔ Use until discharged – don't short charge – let the battery go completely dead at least once a month
- ➔ Leave your Charger at home
- ➔ Review battery - conservation tips in MacBook Care and Handling file in the WHS Resources folder on your hard drive

Logins/Passwords



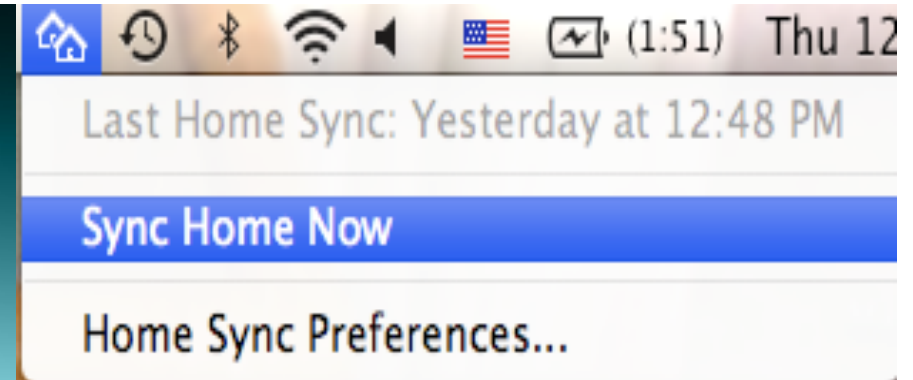
- ➔ Students will be issued their login and password information in their Advisory.
- ➔ Students use the same username and password for their laptop, network, PowerSchool, Moodle, Mahara, and Destiny. Gmail uses the same password with there initials.
- ➔ Students should not change passwords.
- ➔ Students **MUST NOT** share their password with anyone!!

WHS - Tech Services Department



- ➔ Tech Services Dept. is located in room D202
- ➔ Tech Services Dept. will be available Monday - Friday, from 7:45 AM – 2:45 PM
- ➔ Students can stop by the Tech Services Dept. with questions, concerns & problems
- ➔ Students are responsible for bringing the MacBook to school with a FULLY charged battery each day.

Data Syncing



- ➔ Data syncing is designed as a means of copying files to the network server in case the laptop fails
 - ✓ A loaner laptop can be used and given access to these files
- ➔ The syncing process copies the contents of the Documents folder and subfolders
- ➔ Syncing excludes Pictures, Videos, Music, Desktop
- ➔ Files not synced must be backed up via flash drives, CD/DVDs or external hard drives. Students are ultimately responsible for backing up their data.

WHS - Internet Filtering Services



- ➔ The filtering services we implement on the district network will transfer to home use.
- ➔ Supervision is recommended - the use of a filter is no guarantee - no monitoring solution is foolproof.
- ➔ Our filtering solution provides detailed reporting by username and computer ID. High school staff has the ability to view the content of a student laptop at any time.

Unauthorized/Nonacademic Use of Laptops:



- ➔ The MacBook comes pre-loaded with all the software needed for classes. Students are not allowed to install, uninstall, or modify any application, game, or operating system component in part or whole. Students will only be able to launch applications that have been approved by WHS Tech Services Dept.
- ➔ Accessing proxy sites to bypass district web-filtering is prohibited.
- ➔ Using laptops and district network to exchange/share media files, such as mp3s or videos, that are in violation of copyright laws (i.e. illegally obtained). Any music or other commercial files downloaded to the MacBook must be legally owned by the student user.

Acceptable Use Policy (AUP) & Agreements



- ➔ The Windham School District's Acceptable Use Policy must be adhered to at ALL times.
- ➔ Any attempt to bypass or disable district network security, filtering, or similar functions is considered a direct violation of Windham's AUP which will result in disciplinary action.
- ➔ All activity conducted on the Windham School District's Internet/Network is monitored and can be tracked/traced. All use of the Internet/Network should be to further the student's education and enrich the student's educational resources.
- ➔ The AUP and WHS Laptop agreement must be signed and a check for \$35 for the WSD Loss policy must be submitted before a laptop will be issued.
- ➔ Please take a few minutes to review the laptop agreement before signing and proceed to the cafeteria to pick up the laptop.