Getting Started Guide

Congratulations on receiving this laptop. Here are a few things you will need to know about your laptop and what to expect.

Q: Is this laptop new?
A: This laptop is not new. It had gone through Microsoft's Refurbisher program and is now back in service. The refurbishing work has been done by students in your school district.

Q: Are there any warranties on this laptops?
A: Laptops will be repaired or replaced at the district’s discretion within 2 weeks of receipt by the student if the laptop is not functioning (example: will not power on, charger not working, keyboard issues, overheating). Issues related to virus or malware are not covered. Contact Sherri Desseau at sdessea@tacoma.k12.wa.us within 2 weeks if the laptop is not functioning. After 2 weeks, there are no warranties. The laptop is provided to you on an as-is condition. You are responsible for any and all cost of repairs when needed.

Q: What can I do when I need support like virus removal or dead hardware?
A: The laptop you have received is given as-is from the Tacoma School District and the Foundation for Tacoma Students. You will need to contact other servicers to get technical support for them when needed. There are many computer service companies around the city and you can simply search for them on the Yellow Pages. Two employees of the Tacoma School District do work on the side to provide technology support. Their names are Travis Longley (253-732-5870) and Minh Nguyen (253-389-5721). Minh Nguyen will give you a discount on labors worked on the machines given by the Laptop2Kids program. You must contact them or any other computer service companies on your own to discuss rates and what kind of technology support is needed.

Q: Is the laptop licensed for Windows 7? I see a sticker of Windows Vista on it.
A: The laptops were licensed for Windows Vista when they came out but are now licensed for Windows 7 Professional under Microsoft's Refurbisher program. The Windows 7 license has been purchased and assigned to each individual laptops by the Foundation for Tacoma Students. You may remove the Windows Vista sticker if you wish.

Q: Where is my laptop's Product Key?
A: The product key for Windows 7 Professional assigned to your laptop is on a sticker located on the bottom of your laptop. You will need to use this product key to configure your laptop for the first time.

Q: What is Windows Activation?
A: Windows activation is a process required by Microsoft to ensure that you are not pirating the Windows license on the computer. You will need to activate your Microsoft Windows 7 Professional license with Microsoft when you are connected to the internet. This will ensure that you have a genuine license of Windows installed on your computer. If you receive a message that your Windows is not Genuine, you will need to activate your license of Windows 7 when your laptop is connected to the internet.

Q: Does this laptop have any wireless capabilities?
A: The laptop has wireless capability along with a wired Ethernet connection. You will be able to connect to any wireless networks that have 802.11 a/b/g capability. Most wireless networks have this capability.
Q: I don't have internet access at home. What can I do?
A: If you do not have internet access, you may be qualified for Comcast's special rate for low income students. The cost currently is $10 a month. To sign up for the service, call Comcast (1-855-846-8376) and request an application sent in the mail.

Q: Can I remove the Property of Tacoma School District sticker on the laptop?
A: Yes you can. The laptop is now yours.

Q: Does this laptop have Microsoft Office?
A: No. Microsoft Office is not installed on this laptop. However, you have access to Office 365 for free from your school district. You will need to sign in to your student account on the district’s web site to get access to Office 365.

Q: How do I sign in to my student account on the district's web site?
A: When connected to the internet, access the school district's student email website by going to "http://www.tacoma.k12.wa.us/students/Pages/Student-Email.aspx". Click the Login to Email link to access the login page. Your login ID will be "XXX@tps10.org" where "XXX" is your student ID number. If you do not know what your password is, please contact your teacher and have them reset your password. If your teacher do not know how to reset your password, they may contact their Technology Support staff to request assistance. When you have successfully signed in to your student email, you will see a link of "Office 365" at the top of the page. Click on the "Office 365" link and you will see an "Install now" link to install Office on to your computer.

Q: Can I install any software on this laptop?
A: The laptop is now yours. You can install software on to it. You are responsible for the licensing of any software you install.

Q: Can I use this laptop to connect to the school district’s network?
A: You may connect this laptop to the Guest wireless network at your school.

Q: What is the password to the Guest wireless network at the school district?
A: Please ask one of your teachers for this password. If your teacher do not know the password, he/she may ask another teacher or any Technology Support staff member.

Q: My laptop died after two days of usage. Can I get a replacement?
A: Laptops will be repaired or replaced at the district’s discretion within 2 weeks of receipt by the student if the laptop is not functioning (example: will not power on, charger not working, keyboard issues, overheating). Issues related to virus or malware are not covered. Contact Sherri Desseau at sdessea@tacoma.k12.wa.us within 2 weeks if the laptop is not functioning. After 2 weeks, there are no warranties. The laptop is provided to you on an as-is condition. You are responsible for any and all cost of repairs when needed.