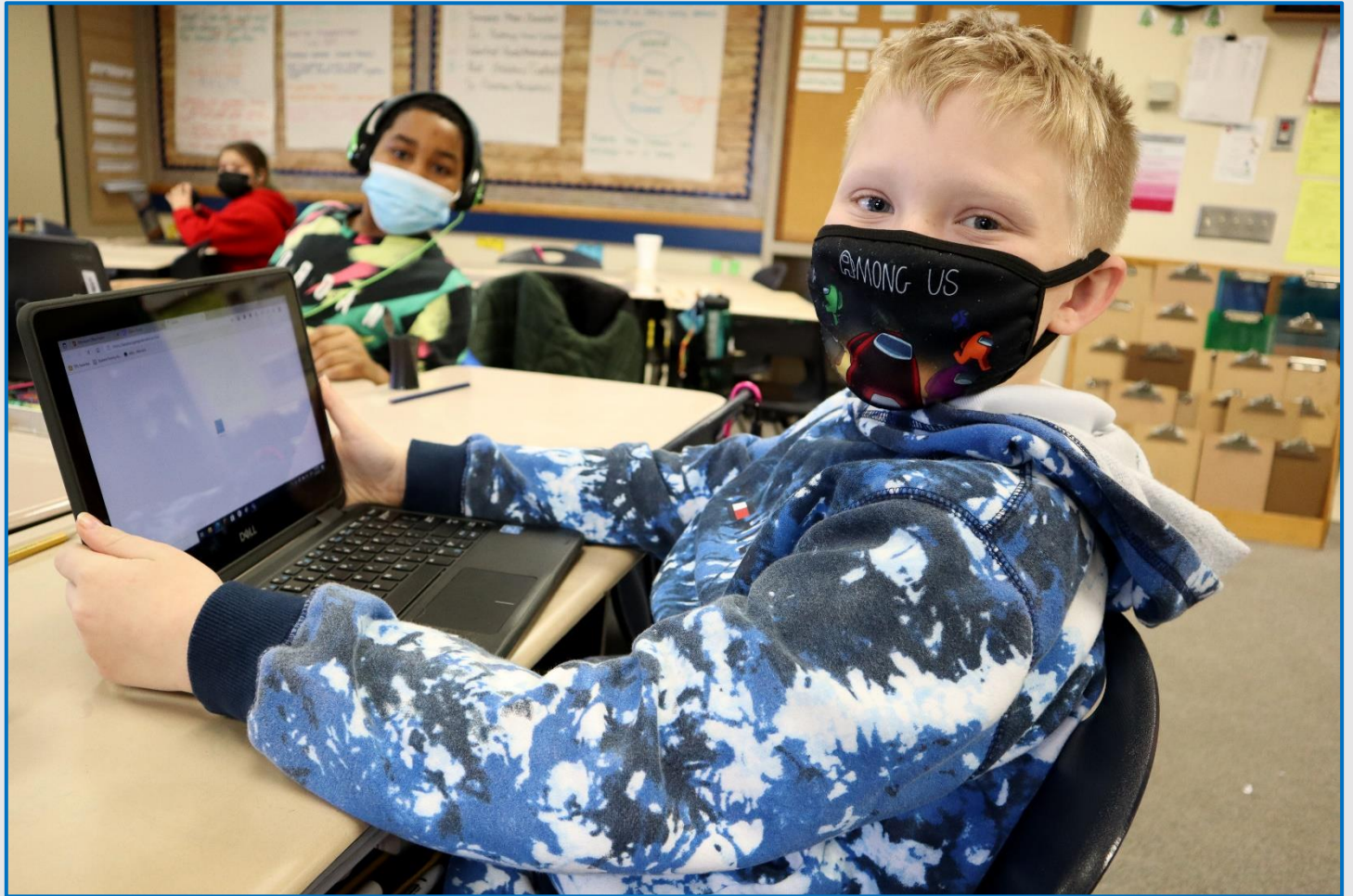# TACOMA
PUBLIC SCHOOLS

Laptop Handbook

Student and Family Guide 2022-2023

Student Laptop

Table of Contents

Student Laptop

Student Laptops

Providing a district laptop to each Tacoma Public Schools (TPS) student creates consistency and continuity for students, families, and teachers while ensuring TPS students in Grades K-12 have equity and access to a centralized, digital learning environment.

What to Expect

TPS students receive a laptop, charger, and headset to keep year-round while registered and attending school in the district. Kindergarteners and new students receive their laptops directly from their school.

Students keep their laptops until they leave the district or receive a replacement under a TPS technology refresh initiative using a four-year lifecycle. TPS students receive new laptops in the first, fifth, and ninth grades.

Use of Personal Electronic Devices

TPS provides ongoing support, district-approved software, and mandated security to students using district devices. Personal devices are not allowed on the TPS network to best protect the district network from malicious activity, hacking, or security exploitations and may not provide the same digital safeguards.

Therefore, students using their personal device(s) while on campus will not have access to the district network.

Note: *We are unable to offer technical assistance with personal devices.*

Laptop distribution and frequency

Students in Grades K-12 receive a district laptop, charger, and headset for use year-round.

The replacement cycle occurs in grades first, fifth and ninth.

All students, K-12, will be provided with laptop access. Every student in the district currently has a laptop (whether accessed in the classroom or assigned to the student).

Beginning in kindergarten, each kindergarten classroom in the district will be set up with a laptop cart for students to use while in kindergarten. The laptops remain in the kindergarten classroom when the student moves on to the first grade.

Students will receive a new laptop in the first, fifth, and ninth grades. These laptops will stay with the student for four years – the life cycle of the laptop – and are available to use throughout the year. After four years, these students will receive a new laptop during the technology refresh.

Every newly enrolled student, in grades first through twelfth, will receive a laptop, charger, and headset that will stay with them for the four-year life cycle of the unit.

Student Laptop

New Enrollment

When students enroll in the district, they will receive a laptop, charger, and headset from their school. Schools will notify students when and how to receive their assigned laptops, chargers, and headsets.

In-District Transfer

Students keep their assigned laptops when changing schools within the district.

Parent/Guardian Responsibilities

The district encourages families to engage and participate in their student's learning at home by monitoring the student's use of district hardware and applications.

Suggestions:

- Help manage your student's password.
- Have your student use their laptop in a shared space at home.
- Promote safe, appropriate use for educational purposes.
- Please remind your student to charge their laptop overnight in a safe, secure location.

Student Responsibilities

Classroom Use

Students should bring their laptop to school fully charged. You can find more information about requirements in Board Regulation 2022R - Electronic Resources and Internet Safety.

While on campus, students should:

- Store the laptop in a backpack or separate case when not in use.
- Charge the laptop overnight, ready for use at the beginning of the day.
- Bring the power cord and store it in a backpack or separate case.
- Never leave your laptop or accessories unattended.

Off-Campus Use

- Store laptop out of reach from pets and other possible hazardous conditions.
- Keep the laptop at a reasonable temperature. Do not leave the equipment outdoors or inside a car in extreme temperatures for extended periods.
- When the laptop is in use or charging, ensure that proper airflow around the device is possible. Do not use the computer on soft surfaces like pillows and blankets.
- Do not leave your laptop or accessories unattended; store them in a secure, safe location.

Acceptable Use

Expectations for student behavior online are no different from face-to-face interactions.

Students must use district laptops per Board Regulation 6973R - Acceptable Use Regulation for Digital Resources.

Student Laptop

Students are responsible for the general care of their district laptops.

General care includes:

- Not placing food or drink next to devices and always keep the laptop dry.
- Carefully insert and remove cords, cables, and removable storage devices into the laptops.
- Not adding stickers or permanent markers to the laptop lid or removing the TPS inventory and ID labels.
- Never lean on or place heavy objects on the laptop when open or closed.
- Not placing items on the laptop keyboard and shutting the lid.
- Using only a clean, slightly damp, lint-free cloth to clean the laptop. DO NOT spray liquid directly onto the laptop screen and avoid getting moisture in any openings.

Digital Rights and Media Literacy

Digital rights include respectful, responsible, safe, and healthy behavior related to technology use, including digital and media literacy, ethics, etiquette, and security. Digital rights include accessing, analyzing, evaluating, developing, producing, and interpreting media, Internet safety, and cyberbullying prevention and response.

Read more about digital rights and media literacy in [Board Policy 2023 - Digital Rights and Media Literacy](#).

Electronic Resources and Internet Safety

Students are responsible for using electronic resources provided by the district.

Information about student responsibilities on the district network while using approved electronic resources, internet safety, copywriting, and data privacy can be found in [Board Regulation 2022R](#).

Checking in a Laptop

Students will return the laptop and charger to the school or site where the student is enrolled. Return laptop and charger when:

1. The student unenrolls in the district. *This does not apply to students who transfer schools within the district; laptops/chargers remain with students for the four-year life cycle regardless of which Tacoma Public school students attend.*
2. Student graduate.
3. The student laptop is at the end of its four-year life cycle and needs to be refreshed or replaced. Technology Services will inform you when to exchange the laptop.
4. If there is something wrong or damaged with the laptop, it will need to be checked in for service.

Students will keep their assigned laptops and charger when they move from elementary to middle school and middle to high school or if they opt to change schools within the district.

Student Laptop

Unenroll/Leave the District.

Students must check in their assigned laptop and charger when they unenroll from the district. Schools will communicate when and where to return the laptop.

Graduation

Graduating seniors must return their laptop and charger at the end of the school year. Your school will provide specific information regarding the laptop return date and process.

Laptop refresh

Students assigned a laptop eligible for a refresh will be notified by their school regarding how to turn in their old laptop and charger to receive a new one.

Hardware Specifications

The following information details the student laptop specifications for the laptop hardware. The following specifications are the district standard for student laptops beginning in 2019. These hardware standards are subject to change as new technology is available. All students will use their assigned district laptop and charger until the end of the laptop's four-year lifecycle.

Laptop

Over the next four years, students will receive the Dell Latitude 3120 2-in-1.

Dell Latitude 3120 2-in-1	
Display:	HD Touch
Storage:	Up to 128GB
Wireless:	Yes
Bluetooth:	Yes
Ports:	(2) USB, (1) audio jack, and (1) HDMI

Model: Dell Latitude 3190 2-in-1 Educational Laptop (This model will be replaced with the Dell Latitude 3120 2-in-1.)

Dell Latitude 3190 2-in-1	
Display:	HD Touch
Storage:	Up to 128GB
Wireless:	Yes
Bluetooth:	Yes
Ports:	(2) USB, (1) audio jack, and (1) HDMI

Both are convertible devices with a 11.6-inch touchscreen designed to be used as a laptop and tablet. A charger is included with each laptop.

Headsets

Students are provided with one headset.

Student Laptop

Software Specifications

The district uses Microsoft products for operating systems and general applications. Student laptops include Microsoft Office 365 software and applications. The Microsoft 365 program provides cloud-based access to all Office applications, no matter where a student accesses it on a network connection.

Operating System

Microsoft Windows 10

Global Settings

Student laptops have specific global settings which include, but are not limited to, the following:

- Laptops cannot be shut down; available power options are Sleep, Restart, and Lock.
- Windows updates are managed by the district and run automatically.
- Power settings are set to go to sleep after 2 hours if battery power is inactive.
- OneDrive is set for automatic sign-in and sync.
- Web filtering enabled.
- Anti-malware installed.
- AppLocker enabled (prevents the use of unauthorized applications).
- State assessment links are located on the windows log-in screen (students must sign out to access them).

Approved Software and Application

The district reviews all requests for software and application use for staff and students. The review process includes the protection of student and staff data privacy and curricular alignment.

Students or guardians can find district-approved or denied software and applications in the [Tacoma School District's Technology Toolbox](#).

Request for software from students or guardians should be made with a district school staff member.

Internet Browsers

Microsoft Edge (default)

Edge is the default browser in the district. The district configures applications, bookmarks, and programs for easy and consistent student access to standard links.

Google Chrome

Chrome is available on student laptops. Some applications and programs may not function properly on Chrome.

Student Laptop

Technology Support

Technology Services provides year-round student support related to system maintenance, hardware repairs, and software or application support.

Request Help

Students or guardians must contact the Help Desk for technology support. The Help Desk is available year-round, and students or guardians can request technology support by:

1. Calling (253) 571-4357 during business hours between 6:30 a.m. – 4:00 p.m.
2. Submit email requests to studenthelp@tacoma.k12.wa.us.
3. Submitting a New Incident by clicking the blue "?" icon on the student desktop or visiting https://techselfserve.tacoma.k12.wa.us/welcome.portal and logging in with your student username and password.

Laptop Assistance

When technical assistance is needed, Help Desk technicians may resolve the issue remotely; however, physical hardware problems will require in-person laptop troubleshooting. If the technician needs to keep the computer for repair, the school will exchange the broken laptop for a replacement laptop.

Dell warrants the laptops from defects in materials and workmanship. This limited warranty covers regular use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair the laptop or provide a laptop replacement. The contract does not warrant damage caused by misuse, abuse, or computer viruses.

Students or guardians must contact their School Tech Liaison to arrange the replacement of their laptop.

Software Maintenance

The district performs routine remote maintenance on student laptops throughout the year. The district manages all system, software, and application updates which run automatically. Therefore, students do not need to initiate any updates to their software.

Family Support Center

Please visit the Family Support Center to view videos and tutorials regarding standard student laptop troubleshooting, applications, and Schoology.

Laptop Loss/Theft/Intentional Damage

When a laptop is lost, stolen, or vandalized, students or guardians must report the incident immediately to the school administrator. Schools should refer to district policy and Board Policy 3520 - Student Fees, Fines, and Charges for guidance on how to proceed.

Student Laptop

Students will receive a replacement laptop if theirs is stolen, lost, or unrepairable. Students must follow the acceptable use and liability guidelines to keep their laptops safe and secure when not in use.

Intentional damage is not covered under the district warranty and must be reported to the school administrator as soon as it is discovered. Purchasing may investigate the damage and assess a fine to repair or replace the laptop. The cost is based on the age of the computer, the specific repairs required, and by Board Policy 3520.

District Fines and Fees for Lost/Replacement Equipment

In accordance with Board Policy 3520 and Board Regulation 3520R - Student Fees, Fines, and Charges, the district implemented a replacement fee schedule starting this school year, 2022-2023. The schedule of fines and fees is used when students lose or need replacements for specific items.

All schools are required to implement this fee schedule with fidelity, including updating MySchoolBucks to ensure pricing consistency and accuracy.

Students and families should contact their school for further information.

Private Laptop Insurance

Homeowners or renters' insurance may provide coverage for your district-issued laptop. You will need to verify coverage with your insurance company.

The following companies provide insurance for electronic devices:

Securranty - https://securranty.com/Warranties.aspx

Asurion - https://www.asurion.com/protect-your-device

Safeware - https://www.safeware.com/Products-Services/K-12/Laptop-Insurance

GoCare - https://gocare.com/laptops

Worth Ave. Group - https://www.worthavegroup.com/product/laptop-insurance/

These companies are not affiliated with or do business with Tacoma Public Schools. This list is not an endorsement by TPS of any company or service they offer. We are merely providing them as a reference. Please investigate and research these and other companies that offer this service before purchasing to determine what is best for you and your family.

Personal insurance purchases or financial obligations are between you and your chosen company. The district has no access or visibility to your insurance policy, and TPS will not be part of any claims process other than to verify that the device was issued to your student.

You are responsible for initiating and managing any claims or reimbursements with the company issuing the policy. The insurance carrier will decide if your claim constitutes accidental vs. intentional abuse.

Accessory Replacement

Laptop accessories include the charger and headset. Accessories are available for purchase from your school beginning in Fall 2021. Contact your school for current pricing and to learn how to purchase replacement accessories.

Student Laptop

Appendix A:

Setting up Your Computer

Students will sign into the laptop using their district email account to register the device to themselves. There is an initial one-time set-up process (see Appendix B) when students will read and accept the liability statement. The registration will not be complete without acknowledging the liability statement. Students and guardians can review the Acceptance and Liability statement before receiving a laptop.

Please plan to spend about thirty minutes on campus while the computer finishes the registration process.

When the registration is complete, the device is assigned to the student and ready for use. Students can then sign into district-approved applications, like Microsoft365, using their district login and password.

Username and Passwords

Students receive a student ID when they enroll in the district and use the same credentials throughout their time here. Student usernames are the student's ID with the domain, @tps10.org. For example, **studentID@tps10.org**.

Students use their username and password to:

- Sign into a district laptop
- Access Microsoft365 applications, including Teams, Word, and Outlook.
- Access district-approved software and applications.

Changing a Password

Passwords can be changed or updated at any time during the year in the following manner:

- **I Know My Password**
  Log in to your computer and press **CTRL+ALT+DELETE**. When the lock screen appears, choose the **Change A Password** option, enter your **current password,** and then your **new password.**

  - o **NOTE:** Your new password must contain at least **eight characters**. The characters can be numbers, letters, symbols, or a combination of all three. Do not use the student's **first or last name** or **common words** like **password, school,** or **Seahawks.**

- **I Don't Know My Password**
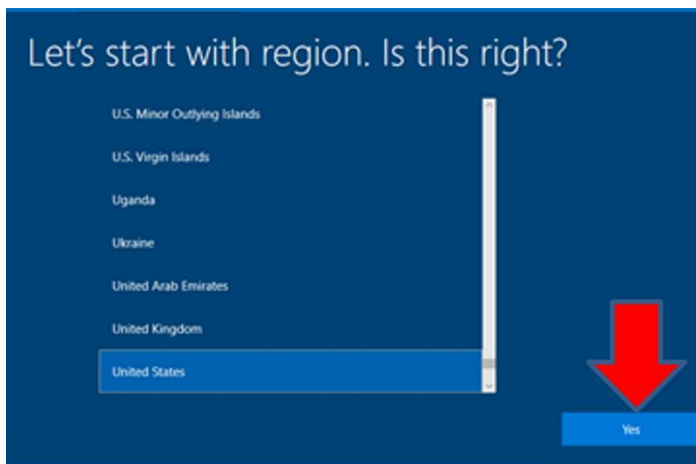 Please ask your teacher for assistance or contact the Customer Service Center at 253-571-4357.

Student Laptop
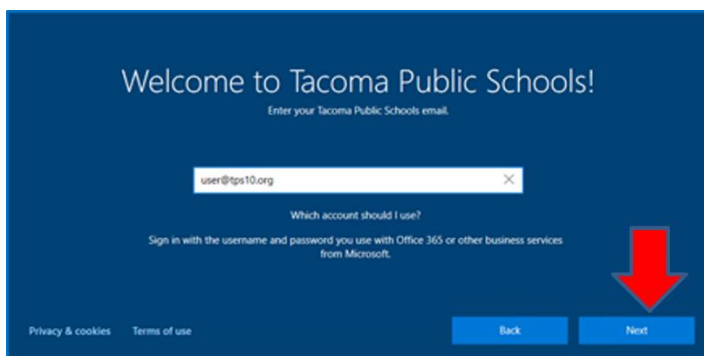
Appendix B: Student Laptop Set-up Guide

The following steps are completed at your student's school.

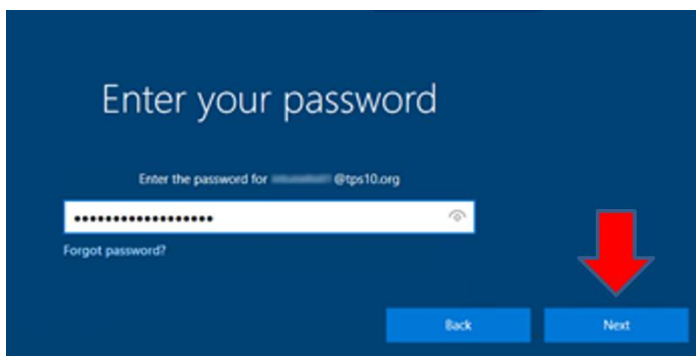Step 1: Select your region - Choose the **United States** and click **Yes.**

The computer will restart.

Step 2: Enter your district email – For example: 1234567@tps10.org, click **Next.**

Step 3: Enter your district password and click **Next.**

Step 4: Setting up your device
Your device will be successfully set up once all three categories display a green checkmark.

Step 5: Acceptance of Liability
Read the Acceptance of Liability Information before clicking **OK**.