

Technology: Frequently Asked Questions (FAQ)

IT/Chromebook FAQ

Revised 8-27-2020

What are the steps for support if I have a problem with my Chromebook at home?

1. Contact Vivacity Support at support@vivacitytech.com at any time to receive a call back M-F from 8am-7pm EST. In addition, tickets will be automatically forwarded to ProStratus (Emmanuel's IT Contractor) for on-site support collaboration.
2. Call Support Number 877-731-2069 x 2 only if necessary

What if I accidentally break or destroy my Chromebook?

- Accidental breakage or destruction of a Chromebook or power supply will be covered one-time. All subsequent losses will be the student's responsibility to pay for the repair or replacement (work with Vivacity Support for payment).
- Send an email to support@vivacitytech.com AND to Mr. Noel at snoel@ecaoh.com. Mr. Noel will make arrangements to set up your replacement Chromebook..

What if I lose my password or want to reset it?

- TK-4th - Check with your homeroom teacher.
- 5th-12th - Students have the ability to reset their own password through their Gmail account (click the picture icon).
- Students who forget their password can click the "Forgot Password" link when logging into the Chromebook and follow the instructions.

What if I need to set up a printer?

1. At the bottom right, select the time.
2. Select Settings.
3. At the bottom, select Advanced.
4. Under "Printing," select Printers.
5. Under "Available printers to save," next to your printer, select Save.
6. Check that your printer appears at the top, under "Saved printers."

What does 1 to 1 Technology mean?

- It means 1 device per 1 student which provides the opportunity for the entire classroom to be online at the same time and to have the same classroom experience.

Why the sudden implementation of 1 to 1 Technology?

- It may feel sudden to you and we understand that. Yet know that we have been working toward this for several years. COVID-19 accelerated our timeline. In an unexpected way, sheltering at home last Spring helped prepare us for this important step.

What is the new Technology Fee and what does it provide for me and for Emmanuel?

- The Annual Technology fee is \$100 per student.
- Durable 2-in-1 Chromebook HP Education Grade w/Hard Shell Case for each student.

Technology: Frequently Asked Questions (FAQ)

- Unlimited Support with Google-Certified Engineers at home and Emmanuel onsite IT Support.
- Education Chromebook Management, Updates and Maintenance.
- Asset tagging and tracking.
- Removes most Library and Computer Lab computers.
- The same-device solution positions both our school and our families to respond to the growing demand for technology.

How do I pay the annual Technology Fee?

- Pay mailed invoice by August 7, 2020.
- If needed, email Marsha Stroup @ mstroup@ecaoh.com ASAP for a payment plan.

Will there be scholarships provided if I cannot afford the Technology Fee?

- For those who cannot afford part or all the fee, a limited number of scholarships will be provided each year based upon available funding and need.

How will the Chromebook help me?

- Your device becomes a “technology textbook” with easy access to curriculum materials.
- Your email and files will be stored in the cloud and easily accessed through the device.
- Enhances classroom learning by making technology available throughout the day at school and home.
- Enables a unified distance learning classroom if needed.

What kind of Chromebook will I receive?

- 2-in-1 Chromebook HP “Education Grade” device that converts from a laptop to a tablet.

Will I take the Chromebook home with me?

- Yes. You will take the device home with you and entrusted with the care for the device including making sure it is charged. Arrangements can be made with elementary teachers to store them overnight. In most distance learning situations, we should be able to anticipate them and remind students to take their device home with them.
- It is important that students bring the device to school every day to avoid missing a portion of the classroom experience and to avoid infractions.

What if I have a problem with my Chromebook at home?

- Contact Vivacity Support at support@vivacitytech.com at any time to receive a call back M-F from 8am-7pm EST. In addition, tickets will be automatically forwarded to ProStratus (Emmanuel’s IT Contractor) for on-site support collaboration.

What if I accidentally break or destroy my Chromebook?

- Accidental breakage or destruction of a Chromebook or power supply will be covered one-time. All subsequent losses will be the student’s responsibility to pay for the repair or replacement.

Can I just use my own device?

Technology: Frequently Asked Questions (FAQ)

- You must use the Chromebooks at school. At home, you can use your own device when platforms allow it. Often, you will need to use your Chromebook at home as well.

Will every grade have a Chromebook?

- Yes. Full and Part-time students from TK up to 12th Grade will have the same device.

Will I need internet access at home to use the Chromebook?

- Yes. Most everything that is done in a Chromebook device is done so through a Google Chrome browser. Contact administration for help with solutions if home internet access is a problem.

Will I be required to turn in my assignments electronically?

- Yes, you will be required to submit assignments electronically. That said, some homework by nature, will have a traditional submittal. Those submitted electronically diminish hand to hand and contact to surface contact which reduce disease transmission.

How will I receive the device and how long do I keep it?

- Chromebooks will be assigned to students in their homeroom the first week of school.
- Each student will be assigned a specific device that is tagged and tracked by serial number. They will have the option of turning it in for the summer break or keeping it year-round.

Will I own the device?

- The device will be owned by and maintained by Emmanuel.
- Prorated buyout options for graduates can be arranged with the Business Office.

What if I still have questions?

- Do not hesitate to contact the school. The front desk will route you to the right person depending upon the nature of your question.