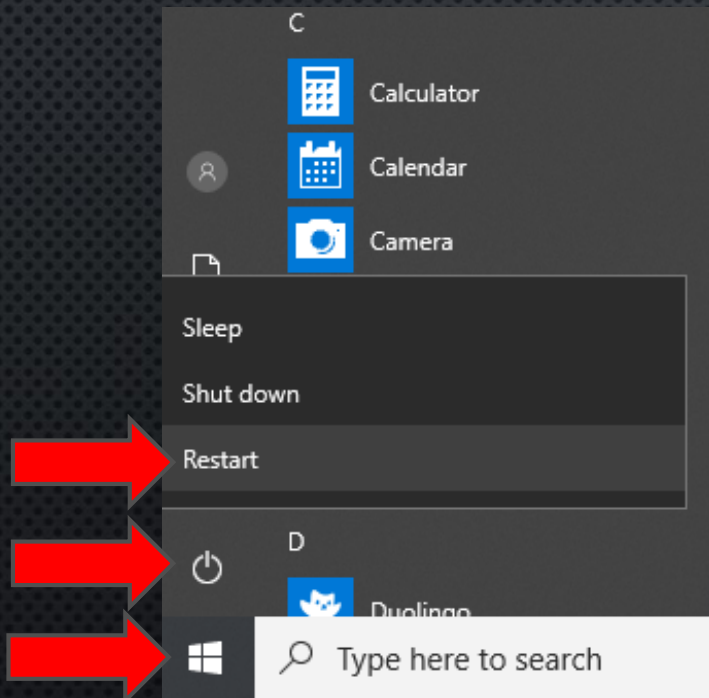


# QUICK FIXES- FIRST TRY TO RESTART



- RESTARTING WILL FIX MOST ISSUES ON ALMOST ANY TECHNOLOGY
  - WINDOWS BUTTON
  - POWER BUTTON
  - RESTART AND UPDATE OR RESTART (KEEP THE COVER OPEN).
  - WHEN THE SCREEN IS BLANK THEN YOU CAN CLOSE THE COVER.
- WHEN TO RESTART:
  - RESTARTING AT SCHOOL WILL PULL UPDATES AND CORRECTLY PULL DISTRICT POLICY (THIS IS NOT THE SAME THING AS RESTARTING AT HOME).
  - RESTARTING/SHUTTING DOWN ONCE A WEEK IS THE BEST PRACTICE.
  - DO NOT CONTROL-ALT-DELETE. THAT IS NOT RESTARTING/SHUTTING DOWN.

# KEYBOARD AND CHARGING

If the  
keyboard  
does not  
work:

- Make sure it is attached correctly.
- Try restarting the device.

If the  
device  
does not  
charge:

- Make sure one end is plugged into a working outlet.
- Make sure the charging end is correctly plugged into the charging port.
- Try restarting the device.

# FREQUENTLY ASKED QUESTIONS



Can you give us a handout for the process for hooking students up to the projector if wireless or docked?

Surface Go devices will not be setup to project wirelessly, but the dock fits the charging port to project just like your Surface Books.



What about classes that require special computer programs that student devices won't have loaded (art and science programs, for example)? Will there be some Yoga's left or another solution for students to access these programs?

Other solutions based off department need, but the device has the software we know is used by departments in the district.



Is there an opt-out option?

Yes, through the building principal. Technology will not support student devices that are BYOD. If there are software programs students will need to download these themselves if they bring their own device.

# MORE FREQUENTLY ASKED QUESTIONS

Are we going to change the BSSD Wireless password? Too many students and outsiders know the password.

- Not at this time, but we have a backup plan. Changing it would impact staff as well.

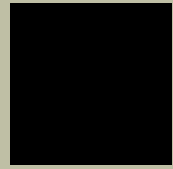
If they can't store files locally, can they work on assignments when not connected to wi-fi?

- Yes, they can use an external storage device (USB-C).

What software do they have access to on the devices?

- Standard image seen on Yoga's or MC machines.

# MORE FREQUENTLY ASKED QUESTIONS



What if a student originally chooses to not get a device because they may already have one and then decides they want one later?

The parent/guardian will need to complete forms listed in the student issued devices handbook



Will students be able to print?

Yes, same as they do now with Follow You Printing



How will check-in/check-out work for students who don't take their devices home?

Building procedures will be in place with an emphasis on kids getting to class on time.

# MORE FREQUENTLY ASKED QUESTIONS

Will students get the Surface Pen?

- Students will receive a basic stylus (not the surface pen) this year. Clubs have the opportunity to sell accessories in their school stores. We will not connect blue tooth devices.

Is the stylus going to allow students to easily take handwritten notes in class?

- The stylus will allow for inking in class, but they can always purchase a different one on their own. We do not want anything Bluetooth since the signals could interfere with each other.

Will students turn their devices in over summer?

- Students will check in their devices at the end of the school year, but they will be re-issued the same device for the next school year.

# MORE FREQUENTLY ASKED QUESTIONS



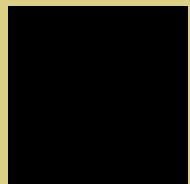
Will students still be able to connect their phones to the Wi-Fi, will that slow the Wi-Fi?

We prefer students use their data now that we are providing a device for class use, but if we disconnect student phones from Wi-Fi we would also disconnect staff.



Why does a device take longer to log in at home?

The device is trying to find the district network. When it cannot it looks internally to see if the credentials just attempted matches the history. If so, it logs in.



What if a student needs to charge or forgot their computer?

Continue to do what you usually do when a student is not prepared for class.