

Dear LCPS Families,

The purpose of this communication is to provide information and instructions on how you may obtain an LCPS-issued individual learning device for your student(s) in grades 3 to 5. For your convenience, devices will be distributed at your students' assigned school. The distribution process has been created with social distancing guidelines in mind. It is important that you follow all staff instructions while at your assigned school site.

Device distribution will occur in the bus loop at your assigned school site and our plan is for you to remain in your vehicle. However, it may be necessary for you to step out of your vehicle for brief periods of time.

Step 1: This step should be completed prior to arrival at your school!

Please review and sign the LCPS device agreement which will be sent to you in a separate email. Instructions on how to electronically sign this agreement or what to do if you did not receive the email may be found [here](#).

Step 2:

Your school is scheduled to distribute Chromebooks to students on **3/30/20** and **3/31/20**. You can choose to pick up devices on any dates listed above. It is very important that you arrive at your school during the hours outlined below, based on the first letter of your last name.

Please continue to adhere to [social distancing guidance](#) during pickup.

To be eligible for a device, you must present a photo ID and know your student ID number(s).

<u>Time</u>	<u>First Letter of Student Last Name</u>
10 AM to 11 AM	A through E
11 AM to 12 PM	F through J
12 PM to 1 PM	K through O
2 PM to 3 PM	P through T
3 PM to 4 PM	U through Z

Step 3:

Once you arrive home safely, please review [this guide](#) with your student(s) to learn the responsibilities and basics of caring for the LCPS individual learning device.

Technical Support

The Department of Digital Innovation (DDI) will continue to provide technical support throughout the closure. Students can receive technical support through one of the following methods:

- Email your question to supportcenter@lcps.org (from your LCPS provided email)
- Call the Technology Support Center at (571) 252-2112

The Technology Support Center is staffed to provide technical support from 8 AM to 5 PM, Monday - Friday.

DDI is also planning ways to enable drop off and pick up for hardware repairs. Additional information will be shared once final plans for physical hardware support are in place.