



LOUDOUN COUNTY PUBLIC SCHOOLS

"Empowering all students to make meaningful contributions to the world."

Caring for your LCPS computer over the Summer

LCPS students, grades PreK-11 and staff are permitted to retain access to their LCPS issued computer during the 2021 Summer. Please review these frequently asked questions for ensuring your computer is properly cared for over the summer break.

Is there a guide for parents to better understand the technology and our responsibilities?

Yes. You can review the latest guide at <http://blogs.lcps.org/studenttech/handbook/>.

How often should I charge or turn on my LCPS assigned computer?

We recommend charging the computer at the end of each day it is used or as frequently as needed throughout the day. The computer can also be stored long term by fully charging it, unplugging it from AC power, and keeping it in a safe place. The computer will still need to be turned on once every two weeks to receive updates.

How do I update my computer?

LCPS regularly releases updates to assigned computers. It is important to turn on your computer at least once every two weeks to connect to the Internet download and install new updates. These updates allow LCPS students and staff to receive access to the latest instructional tools provided by the district.

Chromebooks: If your chromebook has not received updates for a long time, it may be necessary to [manually run the updates](#). You can also review this [simulator](#) for instructions on this process.

How should LCPS assigned computers be stored when not in use?

When not being used, create a 'home' for the computer and charger. Storing them in the same place means you will always know where they are located. Choose a location with these things in mind:

- Horizontal on a flat surface (not located where it will be stepped on, sat on, or knocked off)
- Away from any heat, direct sunlight, and water
- Not stored in a bag that could be thrown or packed too tightly
- Far from drinks or food

Are students or staff permitted to travel with their LCPS assigned computers??

You may travel with the computer, remembering that it is LCPS property. It is your responsibility to keep the computer safe and secure.

Should LCPS provided computers be shared with others?

Each computer is given and assigned to each individual student and staff member. It should not be shared with others.

My computer or charger is broken. What do I do?

Accidents happen. If your computer is physically damaged (such as a cracked screen), you may contact your school to have your computer reviewed and if needed, repaired by the school's Digital Experience Specialist.

Due to the COVID-19 pandemic, we are temporarily offering limited appointments for centralized hardware repairs at select schools. For the most up to date availability, please visit:

<https://bit.ly/DDI-REPAIR>.

My computer or charger was lost/stolen. What do I do?

For computers: Please notify your school if your computer is lost or stolen. Alternatively, you may contact the Technology Support Center, M-F, between 7:30AM - 5PM to report a lost or stolen computer. Please note that if the computer was stolen, a police report will be required for insurance purposes.

For chargers: You may purchase a replacement charger from <https://bit.ly/LCPSTechPurchase>. Alternatively, you may use the open market to find a replacement so long as the model of the charger is an official Lenovo replacement and not a 3rd party brand. If you do not return your charger at the time of turn-in, you may be invoiced by the school division.

What do I do if I am transferring to another LCPS school?

If you or your student is transferring to another LCPS school, LCPS assigned computers will transfer too. If the school uses different kinds of computers (e.g. AET/AOS), the school's Digital Experience Specialist will replace it as needed when school resumes.

What should I do if I am leaving or unenrolling from LCPS?

When a student unenrolls from LCPS or a staff member leaves district employment, the computer and charger must be returned. Please contact your school and make arrangements to return the computer and charger to the school's Digital Experience Specialist.

Due to the COVID-19 pandemic, we are temporarily offering limited appointments for returning computers at select schools. For the most up to date availability, please visit:

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