

## About Student-Issued Laptops

Beginning in the 2020-2021 school year, all students in grades 7 through 12 (4-12 Virtual School) will have a laptop device assigned to them to continue learning, both in-person and virtually. Please consider the items of this user-guide to maintain District expectations for the use and security of this device. Please refer to the [ECASD Student Mobile Device](#) document for District School Board policy and further device policy.

For questions and support, please visit the [Technology Resources & Support](#) page or call IT411 at (715) 852-3411.

## Acceptable Use

- The laptop device is not approved for personal or commercial use. The device is checked out to you like other classroom materials, which also carries a monetary penalty for misuse or damage.
  - Only the assigned user has the authorization to use the device and is solely liable for any physical damage or network/internet security incidents.
  - All damage must be reported immediately to IT411 by calling (715) 852-3411.
  - Attempts to fix the damage yourself may void the device warranty or cause further damage.
- Physical customization, including decals, stickers, or permanent augmentation of the exterior, is prohibited.
- Software installed on the device shall only be from approved sources, including the Software Center. Requests for new software may be submitted to your instructor.
- The District internet security system, iBoss, will still and always filter internet traffic through the device. Exceptions to the filtering policy layers must be submitted to your instructor.
- The device must be protected. It is required you to transport the device in your ECASD issued backpack.

## First-Time Use (Windows 10 – Intune Setup)

- Power-on the device
- Select 'United States' for Region and then select 'Yes.'
- Select 'US' for keyboard layout and then select 'Yes.'
- Select 'Skip' when asked about setting up a second keyboard layout.
- Connect to an internet network (wired or wireless)
- When prompted, provide your ECASD email (username@ecasd.us), then select 'Next.'
- When prompted, provide your ECASD password, then select 'Next.'
- After your device processes a few setup items, you will be presented with the ECASD login screen.
  - Press the 'Ctrl' key on your keyboard
  - When prompted, provide your ECASD username and password, then select 'Enter.'
- Plug in the power cord and ensure the battery icon in the taskbar tray (bottom right) indicates a battery charge.
- Toggle the sound up and down (speaker icon, taskbar) to ensure the speakers are functioning.
- Allow time for automatically installed apps to install. Our Intune client manages the device, software installs, and system updates. It may take **up to 48hrs** for all policy-forced installs to complete, and each installation completion may notify you.
- Sign in to OneDrive and ensure your files are being backed-up.
  - Right-click OneDrive cloud in status bar > Settings > Backup (tab) > Manage Backup > Start
- Go to the Start Menu (Windows Flag, bottom left), find and open Google Chrome, and or Microsoft Edge.
  - Sign in to both browsers with your ECASD credentials and start data syncing.
- You will also see a program called AristotleK12:: Borderless Classroom automatically starts and remain in your desktop taskbar. This management client will remain and always run. You are unable to stop or remove this program.



[go.ecasd.us/laptopsetupvideo](https://go.ecasd.us/laptopsetupvideo)

## Tips to Maintain Device Health

- Try to restart your device every day (different than a shut-down)
  - A computer is just like a person; they need rest, and it will last longer if you let it.
- Monitor the status of your OneDrive data sync.
  - Make sure to save files to the OneDrive cloud, rather than in the device storage.
- Do not leave it sitting in direct sunlight, hot environments, or extreme cold.
- Keep liquids or food away, and do not treat it like a coaster.
  - Use common sense; treat the device with respect, and it will last a long time.
- Do not leave the charger plugged in ALL the time.



## Technical Support

For technical support and assistance with setting up your device or the various technology resources you have available for learning, please consider the following information sources:

- District Website > While You're At Home... > Technology Support and Resources (*see figure 1*)
  - <https://www.ecasd.us/District/At-Home-Learning/Tech-Support-and-Resources> (QR Code Below)
- Canvas Student Guides
  - <https://community.canvaslms.com/t5/Student-Guide/tkb-p/student>
- Microsoft Office Support
  - <https://support.microsoft.com/en-us/office>



While You're At Home... / Tech Support and Resources

**WHILE YOU'RE AT HOME...**

- Assessment Resources
- Early Learning Resources
- Elementary Resources
- English Learners Resources
- Gifted/Talented Resources
- High School Resources
- Library Media Resources
- Meals
- Mental Health
- Social Emotional Learning
- Middle School Resources
- School Nurse
- Special Education Resources
- Tech Support and Resources**

Please refer to the following resources for support with the device your child has brought home, or the apps and resources we have prescribed to support ongoing learning during our in-school instruction outage.

For Technology Assistance regarding District devices, call: 715-852-3411  
Our Helpdesk is staffed from 8am-3pm Monday-Friday.

**Reminder:** The ECASD only supports student account creation with vendors that we have a signed Data Privacy Agreement to protect our students' personally identifiable information to the standards that we are legally comfortable with when considering our District Board Policy and Federal FERPA, COPPA and CIPA Laws. Should parents/guardians choose to enroll their child and share personally identifiable information with vendors on their own, they have that legal authority and assume liability.

**Helpful Links**

- ECASD Start Page
- Student Internet Etiquette (Netiquette)
- K-6 Student Internet Etiquette (Netiquette)
- (Español) Student Internet Etiquette (Netiquette)
- (Hmong) Student Internet Etiquette (Netiquette)

Basic iPad Troubleshooting	Student iPad Setup Instructions
Student Laptop Setup (Video)	Student iPad Setup (Video)
Student Laptop (Windows 10) User-Guide	Virtual Learning: At-home Guide
Canvas Guides	How to: Canvas Parent (Observer) Role
Passport to Canvas - Student Guide (Course)	Canvas Parent (Observer) Guides

Figure 1

## About This Document

You have been loaned an Eau Claire Area School District device so you can continue your learning online during school closure. You are responsible for following the Eau Claire Area School District's [Student Acceptable Use of Technology Policy \(364.1\)](#). Use this item safely and responsibly. Your school rules regarding online behavior and good digital citizenship apply ([364.1 Exhibit 2 Digital Citizenship](#)). Keep your device clean and safe from physical damage, or you may be held responsible ([Mobile Device Student Agreement](#)). You must return this device to school clean and in good condition on the first day after the re-opening of District schools. If you have any issues using this device, please contact our Technology Helpdesk between 8:00 AM and 3:00 PM on school days at 715-852-3411.

Below is a reproduction of the [Mobile Device Student Agreement](#), which is an official Exhibit of the ECASD Board of Education [Policy 364.1 "Student Acceptable Use of Technology"](#) and [364.1 Rule "Guidelines for Student Acceptable Use of Technology."](#) Families and students are made aware of this through the ECASD Student Handbook.

## Mobile Device Student Agreement – BOE Policy 364.1 Exhibit 1

### Introduction

The Eau Claire Area School District strategic plan aligns with the International Society for Technology in Education (ISTE) standards for students. For the latest ISTE standards, visit [www.iste.org](http://www.iste.org).

### Terms of Agreement

For purposes of this document, a mobile device refers to any laptop or tablet. Examples include, but are not limited to, the Chromebook, iPad, HP Laptop, and the Apple MacBook Pro. Each piece of equipment is issued to a student as an educational resource. The conditions surrounding this equipment can be equated to those of a textbook or a school-issued calculator.

The Eau Claire Area School District is the legal owner of the mobile device and its accessories. The District reserves the right to take back the mobile device at any time. Right of possession and use is conditioned upon successful completion of the ECASD Digital Citizenship curriculum and compliance with the following:

- The Mobile Device Student Agreement
- All Board policies, rules, and exhibits
- Classroom and school guidelines
- Local ordinances
- State statutes
- Federal laws
- Copyright laws and educational Fair Use provisions

Damage and/or violations may result in the loss of privilege, disciplinary action, and/or legal action for the student. Students are responsible for the mobile device at all times and will be required to pay for damaged, defaced, lost, or stolen mobile devices and protective cases due to negligence as determined by their principal. Families concerned about these costs should consider scheduling the mobile device through their personal insurance plan. Costs are derived from the current fair market value.

The right to use and possess the mobile device and all peripherals terminate no later than the last day of attendance. Failure to return the mobile device on or before this date to the school principal may result in charges being sought against the student and/or family.

Students are allowed access to electronic resources unless the school is notified in writing by the parent/guardian. When using the mobile device, all rules and guidelines are in effect before, during, and after school hours, for all ECASD mobile devices. All files stored on the mobile device or the network are also a property of the District and may be subject to review and monitoring.

### Student Use of the Mobile Device

When using the mobile device, students need to act in an ethical and legal manner. All students need to demonstrate proper digital citizenship by recognizing and guarding their personal and private information. While on the Internet, students shall not share any personally identifying information.

Some of the mobile devices are equipped with a camera, video recording, and audio recording capabilities. Eau Claire Area School District retains the rights concerning any recording and/or publishing of any student or staff member's work or image. These digital media are for school use only.

Students are expected to report any damage to their issued mobile devices as soon as possible. A student should contact his/her teacher immediately if he/she identifies or knows about a security problem, or if he/she comes across information, images, or messages that are inappropriate, dangerous, threatening, or make them feel uncomfortable.

## **Personalization and Apps/Software on the Mobile Devices**

- All students will have access to a cloud-based drive on which to store data.
- It is the responsibility of the student to back up files on a regular basis.
- All mobile devices may be re-imaged when they malfunction, or at any point during or after the school year. Re-imaging removes all data on the mobile device.
- All content must be legally purchased when downloaded to the mobile device.
- Students should protect their mobile devices through digitally locking.
- District email accounts will be added to the mobile device.

## **School Provided - Required Apps**

- The District may install required software/apps throughout the school year.
- In compliance with the Children's Internet Protection Act, students under the age of 13 may not create online accounts outside of those managed by the District.

## **Care of Mobile Device**

### **General Information**

- Students are responsible for the general care of the mobile device
- Mobile device repair/replacement will be done by the ECASD Technology Department. Students may be issued a temporary mobile device, or other materials until the damaged/lost mobile device is working properly or replaced.
- Each mobile device has a unique identification numbers (internal and external). At no time should the numbers or labels be modified or removed.

### **Battery and Charging**

- Mobile devices come with ports for charging and other accessories. Care must be exercised when plugging and unplugging accessories.
- The mobile device is designed for daily use. Each user should monitor the battery status of the issued mobile device to ensure it is charged for classroom use.
- Extending Battery Life: Fully charged mobile device batteries will typically last 8-10 hours of use. Waiting to charge the mobile device until the charge is low (less than 20% of life will extend the battery life. The battery should be drained entirely once each month, and then fully charged.
- Mobile devices should never be placed in extreme conditions (e.g., in a hot or below-zero car, the rain, damp locations, etc.).

### **Cases**

- Some mobile devices come with a protective case. In those situations, leave the mobile device in its case at all times.
- Mobile device cases furnished by the school must be returned with only normal wear. To avoid replacement fees, no alterations (e.g., stickers, marks, etc.) should be made to the case.

### **Screen**

- Cleaning: The mobile device should only be cleaned with a soft, lint-free cloth. Electronic devices do not respond well to liquids.
- Scratching: Avoid using any sharp objects on or near the mobile device.
- Cracking: Handle the mobile device with care, avoiding drops, crashes, and placing under heavy objects.

### **Storage and Carrying**

- Never leave a mobile device unattended.
- Place the mobile device in a safe location when transporting it in a bag.
- Keep the mobile device away from food and drinks.