



Device Distribution/Orientation August 2020 - FAQ

What is the purpose of the \$20 fee?

This fee is to assist with reducing the cost of repair for any damage. The fee covers the cost of the first repair. A list of costs of repairs will be given during device distribution.

If I am not able to pay the fee at this time, can I still pick-up the device?

Yes, please come to pick-up the device, as your child will need it for online learning. A payment schedule can be set-up for families, as needed.

What if I am not able to come at the established day/time?

For secondary, the established day/time is highly recommended, if at all possible. Days and times have been established to reduce the possibility of a large amount of traffic at one time. However, if you are unable to come at the established day/time, you may come on any day Monday through Thursday, between 8:30 and 2:30. If that is not possible, please call the school office for a Friday appointment.

For elementary, you may come at any time, between 9:30 and 3:30, on the established day. Pick-up is only taking place at one elementary building each day, Monday through Thursday. If you are unable to come on your day, please call your school office.

If I have more than one child, do I need to come to separate locations and/or different days/times?

If you have multiple children at the secondary level (gr. 6-12), then you can pick-up the devices at the same date/time/location.

If you have children at different levels (KG, elementary, secondary), then you will need to pick them up separately. The secondary and elementary devices are different, and they will only be available at specific buildings. KG students are participating in academic screening during their pick-up.

I am not able to come to the pick-up. Can my child, a relative, or friend pick-up the device instead?

A parent/guardian must sign the [1:1 Device Agreement](#), accepting responsibility for the device. If you are unable to come, please download and sign the agreement, and have the person bring it to the pick-up. If you are unable to print it, please write a note signifying that you have read the agreement.

If I have my own device at home, can my child just use that instead of one provided by the district?

There are specific programs and apps that have been purchased and installed by the district on the district devices that are needed for online learning. These would not be available on personal devices, so all students are expected to use a district-provided device.

I read that I need to complete the Annual Update. What is that?

The Annual Update is located within the Infinite Campus app, and it is the place where you update contact information, including items such as your address, phone number, and email address. This also contains areas for you to provide acknowledgement of specific policies.



I am unsure of how to access the Infinite Campus Parent Portal. How can I get assistance?

The Infinite Campus Parent Portal link is on the homepage of the District website. If you need assistance logging-in, please contact olrhelp@euclidschools.org.

I was unable to return my chromebook in the spring. What should I do?

Please bring the chromebook with you to device pick-up. Your fee will be removed from your account.

I have limited internet at home. Is there still a program available to assist?

Yes, please review the information found here, [PCs for People](#), about how to request an internet hotspot.