



## Electronic Device Care

Please take good care of this device. Students are responsible for the general care of the Chromebook/laptop they have been issued by New Branches Charter Academy. Students with Chromebooks that are broken or fail to work properly must contact: Tech Support at [techsupport@newbranches.org](mailto:techsupport@newbranches.org).

*Note: District-owned device should never be taken to an outside computer service for any type of repairs or maintenance.*

### General Precautions

- Device should not be placed on soft surfaces or laps during use due to potential overheating.
- No food or drink should be next to the device.
- Cords, cables, and removable storage devices (e.g. thumb drives) must be inserted carefully into the appropriate port on the device.
- Device should not be used or stored near pets.
- Device should not be used with the power cord plugged in when the cord may be a tripping hazard.
- Heavy objects should never be placed on top of device.
- Device should never be loaned to another student or individual during the school day or otherwise.

### Carrying for Devices

- Always transport device with care.
- Students should hold the device (cover closed) with two hands if they need to carry the device.
- Never lift a device by the screen.
- Never carry a device with the screen open.

### Opening and Closing Device

- Open and close the device only when it is resting on a flat surface such as a table or desk.
- Do not attempt to force open the screen beyond its angle, as the screen will break if forced.
- Before closing the screen, make sure there is nothing on the keyboard to prevent the full closure of the device.
- Obstacles on the keyboard could cause broken screens or damaged hinges.
- Close the screen gently using two hands—one at either corner of the screen.

## Screen Care

The device screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.

- Do not put pressure on the top of a device when it is closed.
- Make sure there is nothing on the keyboard before closing the lid (e.g. pens, pencils, or disks).
- If necessary, follow cleaning instructions on the next page.

## Logging Into Device

Devices require a New Branches Charter Academy email account for login. Each student should have access to their email. If you do not have your credentials, please reach out to your teacher.

**Please monitor your students' online activity** as these are NBCA's devices and actively monitored for CIPA compliance. Any abuse or suspicious use will result in disabling and return of the device.

Devices must be returned to school at the end of the school year or end of enrollment for the student, with all accessories, and in good condition.

## 5 Steps to Clean and Disinfect a Device

**Important Note:** The device you are receiving has been thoroughly cleaned and disinfected prior to you receiving it. It will be cleaned and disinfected again, once it is returned. These instructions are only if necessary.

This information is geared towards the prevention of COVID-19. The cleaning techniques described below can be used to generally clean and disinfect devices, like shared device at the end of a school year or during flu season. The same process can also be used for any external peripherals like a Bluetooth keyboard and mouse or even your phone.

## Preparation

You will need some bleach-free disinfectant wipes or a solution of 40 percent rubbing alcohol and 60 percent distilled water. Using full-strength rubbing alcohol can damage the coating that helps to keep smudges off the screen. You will also need a couple of microfiber cloths or any cleaning cloths that are linen free. Finally, a can of compressed air is optional if you want to remove any dust that might be hiding in your device but this step isn't necessary for disinfecting purposes.

Harsh cleaning supplies like bleach should **NEVER** be used on your electronics since they can also damage the screen and other parts of your device. Also, avoid any abrasive

cleaning brushes or cleaning pads that might scratch the surfaces of your device (this includes MagicErasers).

Last precaution – **NEVER** spray any cleaning solution directly onto your device or any electronics. You should always apply the cleaning solution to a microfiber cloth and then apply it to the device to avoid any liquid getting into the device and causing damage. With those warnings out the way, let's get started cleaning and disinfecting your device.

## Procedure

- **Step 1** – Completely power down your device or unplug the power cord before cleaning.
- **Step 2** – Disconnect any cables or peripherals that are plugged into your device. This will allow you to access and clean every part of the device.
- **Step 3** – Use compressed air to remove larger pieces of dirt or dust that might be in your keyboard and ports. When using compressed air, only give it a few short bursts and never turn the can upside-down. If you have an extra cleaning cloth, you can also slightly dampen it with plain water and wipe down the device during this step. Make sure your cloth is only damp by wringing out the cloth of excess water.
- **Step 4** – Use the disinfectant wipe or apply a small amount of rubbing alcohol solution to the cleaning cloth and completely wipe down the entire device, including the screen and around each key of the keyboard. Use a small amount of pressure to remove any fingerprints or smudges on the screen, but not too much since this could damage the display. If you aren't comfortable using the cleaning solution on the screen, you can buy disinfectant wipes specifically designed for LCD and laptop screens.
- **Step 5** – After everything is dry, you can use a dry microfiber to buff the screen and remove any haze that might be lingering on the display from the disinfection process.