

Bremen 1 to 1 Frequently Asked Questions

Student Edition

I cannot pick up my device during distribution. When do I get my device?

If the insurance payment is in full AND both a parent/guardian and the student sign the RUP, the student can pick up their device on the first day of school.

**If the student has an outstanding balance for damages from the school year before, they will not receive their device until the balance is paid.

Am I filtered at home?

Yes.

Where do I get technical support?

The first step is always to restart the device. Also, make sure the device is on the filter by going to 456.com.

If you are using chrome, try to reset your browser and clear cookies.

- On your computer, open Chrome.
- At the top right, click More  > **Settings**.
- At the bottom, click **Show advanced settings**.
- In the "Privacy" section, click **Content settings**.
- Under "Cookies," click **All cookies and site data**.
- To delete all cookies, click **Remove all**.
- To delete a specific cookie, point to a site. To the right, click Close .
- Under the section "Reset settings," click **Reset settings**.
- In the box that appears, click **Reset**.

If the issue prevents you from doing work, contact your teacher to let them know about the problem.

Beyond this, the high school students will go to the media center for support. K8 students go to the tech department to get support. Please, ask for permission from your teacher before making your way to the media center or tech office.

I paid for insurance. Why do I have to pay again when my student damages their device?

The initial insurance payment is a premium. If you damages the device, you will have \$100 deductible per incident.

Can I do a payment plan?

Yes, contact the school's office to set up the payment plan.

Why do I have to pay for missing keys on the keyboard?

This came about when many students were missing several keys. When students were questioned, it was discovered that many students were removing the keys on purpose. Even having races on who could remove the keys fastest. The discovery is the reason the school is charging for keys missing from the keyboard.

I have no idea how I damaged the device, why do I have to pay?

It doesn't matter how the damage occurred, the part must be replaced.

Someone else caused the damage, do I have to pay?

Yes, the device responsibility is ultimately yours. It is encouraged that you inform a principal.

The device was stolen, what do I do?

First, inform the school office and tech department. If the device has been stolen, you must file a police report. Once you have the report, bring the report to the school. Then pay for the insurance deductible.

Can you track the devices?

To a point. If the device is closed or not on wifi, it is impossible to track. The school has the ability to know if the device was last on the school wifi or your home wifi. The tech department does have the ability to turn on missing mode, which makes the device unusable until returned.

Can I get the device repaired somewhere other than at the school?

No, these devices are often under warranty. The school has contracts and certified technicians that have permission to do the repairs. DO NOT attempt to repair the device yourself; this may void the warranty.

We have had parents "repair" a device; the repair could have been free. Since the parents attempted the repair, the students had to pay for the full deductible.

I can find the charger and cord much cheaper; can't I just buy it from there?

Many cheaper chargers/cords are counterfeits, which are notorious for catching on fire. The school will not accept a counterfeit charger/cord; it must be a school-approved charger/cord.

Can I use a different carrying case?

No, the cases bought by the school were chosen for their durability and ability to protect the device. You are allowed to buy a shell and keyboard silicone cover.

I cannot get any YouTube videos to work, what can I do?

To get YouTube on campus to work you MUST log into YouTube with your school google account. Your school google account is your school email and a password of your choosing. Once logged in you will get educational YouTube, if you have a video still restricted have your teacher send an email to tech. Tech will review the video.

I need a site unblocked, how do I get it unblocked?

Please ask your teacher to send an email to tech with the site's url. Tech will review the site.