



# Alcona Community Schools

Michael Suitor, Technology Coordinator

March 27, 2020

Dear Parents,

With the deployment of your students Chromebook, we anticipate that there will be support needs. We want to stress that these devices are not new but we do ask that you and your student do their best to keep the Chromebook in the shape we have given them to you in. Any preexisting damage to the device has been notated and placed in our inventory system.

If a device assistance or repair is needed, please follow these steps.

1. Email Mr. Suitor at [suitor@alconaschools.net](mailto:suitor@alconaschools.net) or call 989.736.5000.
2. If we need to swap the Chromebook out due to physical damage or we are not able to fix said problem over the phone, we will setup an appointment to meet at the high school main doors. We will limit the interaction by placing the new device on a table and have you leave the damaged one in its place.
3. If your students google password needs to be reset, please email me at [suitor@alconaschools.net](mailto:suitor@alconaschools.net). I will reset and email you the temporary password.

Returning devices when asked or if you are no longer in need of the device.

1. We will collect all devices at the end of the school year. We will notify everyone with a location and time once we know when.
2. If you are no longer in need of the Chromebook, please call or email using the information above and we will setup a time for you to drop off your device.
3. Please note that if your device and charger are not returned, we will need to bill you for the cost of the replacement device.

We are here to support our students the best way possible and we hope these devices are able to help your students continue to learn during these unprecedented times.

Thank you,

Michael Suitor  
Alcona Community Schools Technology Coordinator

P.O. BOX 249

LINCOLN, MICHIGAN

48742

989-736-5000

FAX 989-736-8495

[suitor@alconaschools.net](mailto:suitor@alconaschools.net)