

Back to School Device Care Guide

Device Dos and Don'ts

Do:

- Locate your charger and keep it in a safe place in your home
- Charge your device and make sure it is charged for the first day of school
- Check your Lexington District One email for important announcements
- Report loss, theft, or damage to your school as soon as possible
- Keep your Personal Mobile Computing Device safe in its protective case
- Run any necessary software updates

Don't:

- Take your Personal Mobile Computing Device out of the United States
- Leave your Personal Mobile Computing Device in a vehicle. Cars get very hot, and the device could be stolen!
- Let other people use your Personal Mobile Computing Device, even your siblings or parents
- Eat or drink near your Personal Mobile Computing Device

How to get help

Need access? Can't log in? Device not working?

Please call 803-821-1201 for the district Helpdesk. You can also select the option for technical assistance from the phone list for your school. The number for your school can be found on the district website. www.lexington1.net/schools

All other issues:

Please go to ClassLink and submit a BOSSDesk ticket using the "Enter a Student Help Ticket." Once you submit the ticket, a technology staff member will get in touch with you via email or telephone to schedule a time for you to bring the device to school.

Reminders

The District will be providing the Optional Protection Plan (OPP) for all students at no cost again this year. OPP covers one instance of accidental damage. It does not cover loss, theft, protective case, or charging cord.



Douglas Barrett
Eighth Grade

Questions and Answers for Parents

Q: What should I do if my child's device was damaged over the summer?

A: Please notify your school technician or helpdesk so a replacement device can be prepared.

Q: Does the Optional Protection Plan (OPP) cover my child's device over the summer?

A: Yes. OPP covers through the first 10 days of the new school year.

Q: When is my child's password being changed?

A: Elementary School student passwords are being changed on August 4, 2022. Their new passwords will be emailed to them prior to the change. Middle and High School student passwords are being changed on October 22, 2022.

Q: How do I reset my parent portal password?

A: You will need to call your child's school and speak to the student records operator.