



PGJH Student FAQ: We're glad you asked

Got a question? You're not the only one! See how we've answered the most common one-to-one (1:1) Student Computer questions. If you have a question that is not addressed below, please contact the front office during our regular business hours.

Pleasant Grove- Junior contact info: Monday - Friday 7:30 AM - 3:30 PM - Phone: 801-610-8146

Q. Will I have more homework?

A. The homework amount will probably remain the same, but it might look different having access to your own computer at home.

Q. What if I forget my Chromebook at home?

A. We've all had those days when we leave assignments at home. If your parent(s) can bring it to you at school, (like they would bring you your lunch or other assignments in the past) they can drop it off at the front office and we'll deliver it to you. We will only have a few "loaner" Chromebooks at school but they are reserved for students who have technical issues and will need them while their computers are being fixed.

Q. What if it isn't working properly? Who do I contact?

A. If your Chromebook stops working at school, talk to your teacher. If they can't help you, our on-site techs will be able to help you. If you have a problem while at home, please use our [troubleshooting guide](#) and the district [Technology Help Desk](#) to help you fix your problem

Q. How much does this cost if it is damaged?

A. The following is a breakdown of costs for damaged Chromebooks:

- Chromebook charging cord (lost or damage): \$35
- Repairable damage: \$50
- Accidental damage for a Chromebook replacement: \$150
- Intentional damage, loss or theft: Full cost of replacement not to exceed \$310

Q. Do I get a charger? (How long will a charge last?)

A. Yes. Each student will get a charger with their Chromebook. If you charge your Chromebook each night, you will be able to use it the entire school day.

Q. Can I personalize my Chromebook?

A. Yes. Please feel free to add stickers or cases to your Chromebook. Please be aware that you may have to clean your Chromebook at the end of the school year. If you are unable to clean it, you will be charged a cleaning fee of \$50.

Q. Can I take it home?

A. Absolutely! We want you to take it home each night, charge it, and bring it back to school each day. You will be using it each day in class, so make sure you have a backpack that can securely fit your Chromebook.

Q. Can I take my Chromebook on vacation? (in country, or out of country)

A. Your Chromebook should work in all 50 US states. However, if you are traveling out of the country, your Chromebook may not be able to connect to the internet or wifi.

Q. What do I do if I forgot to charge it last night/before school?

A. We get it, sometimes you'll forget to charge your Chromebook, or it might not have been plugged in properly. There are power sources in each classroom that you'll be able to use in case your Chromebook isn't charged overnight. Just do your best to remember to charge it and bring it each day.

Q. Can I use another device or computer at home instead of my school Chromebook?

A. Yes. Remember to use your school-issued Google login so all of your assignments will sync to Canvas and your school Google Drive. However, at school, there is district-owned software that may be used in class that you may not be able to access with a family-owned device. Also, teachers and staff will not be able to troubleshoot or fix a device that is family-owned and brought from home. Therefore, please use your school Chromebook while at school.