

1:1 Device Replacement Guidelines during COVID-19

An email must be sent to techhelp@icdurham.org to determine if the device requires a replacement. Be specific about the damage. Please use the chart below to determine if the student will require a replacement.

* If it is determined that a loaner is essential for completing schoolwork, Ms. Korelich will arrange a mutually agreed upon time to meet the student and guardian to replace the damaged Chromebook.

Chromebook	Another working Device	Usable Despite Damage	Loaner Replacement*
Not usable at all	Yes	Yes	No
Not usable at all	No	No	Yes
Camera Broken	Yes	Yes	No
Camera Broken	No	No	Yes
Screen Cracked	N/A	Yes	No
Screen Cracked	Yes	No	No
Screen Cracked	No	No	Yes
Touchpad Damaged	N/A	Yes with external Mouse	No
Touchpad Damaged	Yes	No	No
Keyboard Damaged	Yes	No	No
Keyboard Damaged	No	No	Yes
USB Port(s) Damaged	No	Yes	No
USB Port(s) Damaged	Yes	Yes/No	No
<i>Any type of damage</i>	<i>Yes</i>	<i>Yes/No</i>	<i>No</i>
<i>Any type of damage</i>	<i>No</i>	<i>No</i>	<i>Yes</i>