


WEST SPRINGFIELD PUBLIC SCHOOLS WEST SPRINGFIELD, MASSACHUSETTS

TO: Mason Kortz, Legal Fellow
ACLU
FROM: Michael Richard, Interim Superintendent 
DATE: December 17, 2014
RE: Request for Public Records Relating to 1:1 Technology Programs

As requested, please see attached documents relating to 1:1 technology programs from the West Springfield Public Schools. Please contact me at 413-263-3300 or mrichard@wsps.org should questions arise.



Mason Kortz, Legal Fellow
ACLU of Massachusetts
211 Congress Street
Boston, MA 02110
mkortz@aclum.org
(617) 482-3170 x314

November 26, 2014

DEC 01 2014

Michael Richard
Superintendent
26 Central Street
West Springfield, MA 01089

Re: Request for Public Records Relating to 1:1 Technology Programs

Dear Mr. Richard,

This is a request for public records under M.G.L. ch. 66, § 10 made on behalf of the American Civil Liberties Union Foundation of Massachusetts (ACLUM). ACLUM seeks public records relating to the use of personal technology by students in your school district. We are not requesting any personally identifiable student information.

An increasing number of schools provide students with a laptop, notebook, tablet, eBook reader, or other portable computer ("1:1 device") that a single student will regularly use for at least half the academic year ("1:1 program"). ACLUM understands that your district has a 1:1 program.

We request the following documents relating to 1:1 programs and devices:

1. Any contracts, agreements, receipts, invoices, grants, or Memoranda of Understanding for:
 - a. The purchase or acquisition of 1:1 devices.
 - b. The purchase or acquisition of software to be installed on 1:1 devices.
2. Any rules, regulations, guidelines, handbooks, training materials, student and parent handouts, or other policy records that describe policies relating to:
 - a. Prevention of unauthorized access to 1:1 devices.
 - b. Remote access to the contents, functionality, use, or location of a 1:1 device.
 - c. Limitations on the applications or software that may be installed on a 1:1 device.
 - d. Limitations on the websites that may be accessed by a 1:1 device.
 - e. Distribution of 1:1 devices to students by purchase, lease, or loan.
 - f. Use of 1:1 devices by students on or off school grounds.
 - g. Inspection of the contents of a 1:1 device by anyone other than the student, whether by physical inspection, remote access, or both.
 - h. Notification in case of unauthorized access to a 1:1 device.

Because this request involves a matter of public concern and because it is made on behalf of a nonprofit organization, we ask that you waive any copying costs pursuant to 950 C.M.R. § 32.06(5), which encourages all custodians of public records to "waive fees where disclosure would benefit the public interest." ACLUM is a nonprofit §501(c)(3) organization dedicated to the protection of civil rights and liberties for all persons in the Commonwealth of Massachusetts.

Whenever possible, we prefer to receive the documents electronically rather than in paper form. As you know, a custodian of public records shall comply with a request within ten days after receipt. If any part of this request is unclear, please contact me at 617-482-3170 ext. 314.

Thank you for your assistance. We look forward to your response.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mason Kortz', with a long, sweeping horizontal stroke extending to the right.

Mason Kortz
Legal Fellow
ACLU of Massachusetts

← Billing



EDU Google Apps for Education Free Subscription

Chrome Device Software and Support
Purchased licenses: 1801

	Date	Order id	Quantity	Cost	Payment account
<i>AS</i>	Jan 7, 2014	-	150	-	Payment account: Offline
<i>1-1</i>	Oct 2, 2014	-	6	-	Payment account: Offline
	Aug 14, 2013	-	15	-	Payment account: Offline
	Sep 13, 2012	-	30	-	Payment account: Offline
<i>AS</i>	Jul 28, 2014	-	1050	-	Payment account: Offline
<i>1-1</i>	Oct 29, 2014	-	280	-	Payment account: Offline
<i>AS</i>	Aug 26, 2014	-	120	-	Payment account: Offline
<i>1-1</i>	Sep 13, 2012	-	30	-	Payment account: Offline
	Jul 30, 2013	-	120	-	Payment account: Offline

←  Apps > Google Apps | 8 services



SERVICES ▲	STATUS
Calendar Organize your schedule and share events with friends	On for selected orgs
Classroom Lets teachers create and organize assignments, provide feedback and easily communicate with their classes	On for selected orgs
Contacts Manage your contacts	On for selected orgs
Drive With Google Drive, you can create, share and keep all your stuff in one place. Share files with others, and edit them together in real time.	On for selected orgs
Gmail Get a fresh start with email that has less spam	On for selected orgs
Groups for Business Create mailing lists and discussion groups	On for selected orgs
Mobile Google Sync for Mobile	Always on
Sites Create, share and publish websites	On for selected orgs



View the status for each org

Gmail

<http://mail.google.com/a/wsps.org>

589 *NO STUDENTS*
Active users in the last 7 days

User settings

Set name formats. Enable user preferences such as themes, read receipts, and email delegation.

Email addresses

Review all email addresses and aliases for your organization.

Labs

Enable additional experimental Gmail features for your users.

Hosts

Add mail hosts for use in advanced routing, such as to direct messages to Microsoft Exchange.

Default routing

Create domain-wide routing rules, such as for split delivery or a catchall address.

Authenticate email

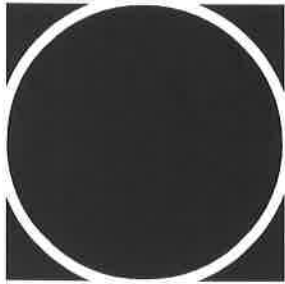
Set up email authentication (DKIM)



● Help

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Manage Chrome devices



Chrome device management allows administrators to manage their organization's Chrome devices from a single place. With Chrome device management, organizations can configure Chrome features for their users, set up Chrome device access to VPNs and WiFi networks, track Chrome device shipments, pre-install Chrome apps and extensions, and more.

Administrators can apply each setting to an organizational unit or the entire organization. Most settings provide the option of enforcing a particular configuration or letting the user choose. For example, administrators can specify a standard home page for their users or allow users to set their own home pages.

How do I set up Chrome device management?

- Chrome device management is available for Chrome devices purchased directly from Google or an authorized reseller. To manage Chrome devices from third-parties, purchase Chrome device management separately from the Chrome devices for Work or Education sales teams .
- Administrators must create a Google account or Google Apps account (if they're Google Apps customers) for every Chrome device user in their organization. A user signs in to the Chrome device with their Google Apps username and password.
- The Admin console only lets administrators manage Chrome devices they enroll in their domain.

To configure Chrome settings:

1. Sign in to the Admin console.
2. Select **Device management > Chrome management**.
3. Select the settings you want to edit (**User settings**, **Public session settings**, **Device settings**, **Network**, or **Devices**).
4. Select the organizational unit for which you want the settings to apply.

- By default, an organizational unit inherits the settings of its parent in the organizational tree. However, you can override the inherited setting by explicitly changing the setting for the child organizational unit. The new setting applies to users in that organizational unit, and any children of that organizational unit inherit the new setting.
5. Click **Save changes** at the bottom of the screen. Settings typically take effect within minutes but might take up to an hour to propagate through your organization.

You can configure the following Chrome settings in the Admin console:

- **User settings** - Configure policies for Chrome device users within an organizational unit. These policies do not apply to users in Guest mode or to users signed in with Google accounts outside of your company or organization. For most settings, you have the option to enforce a particular setting or leave the choice to the user. For example, you can specify a standard home page for all users or you can allow users to set their own home pages. See [Set Chrome policies for users](#).

Additionally, from the **User Settings** page, you can allow or block apps and extensions, as well as pre-install apps and extensions for users's Chrome devices in your domain. You can create a private collection of Chrome apps for your users in the Chrome Web Store, and choose which users in your domain you want to allow to publish private Chrome web apps. And from this page teachers and school administrators can purchase Chrome App Packs for Education in bulk for their students. See [Create a private Chrome app collection](#).

Further, from the **User Settings** page, Admins can configure SAML Single Sign-On for Chrome Devices.

- **Public session settings** - Set up public sessions for your Chrome devices. Public Sessions allow multiple users to share the same Chrome device without requiring a user to sign in with his or her Google credentials. Popular uses for public sessions include loaner devices in a library, cyber cafe, or business center, and also for student exams and retail store kiosks. See [Manage Public Sessions on Chrome devices](#).
- **Device settings** - Configure policies for enrolled Chrome devices within your organization. The policy applies to anyone who uses the device, even if the user is in Guest mode or signs in with a Google account outside of your organization. See [Manage device settings](#).
- **Network** - Configure Wi-Fi settings for all of the Chrome devices enrolled in your domain, or

for logged-in users from specific sub-organizations within your domain. You can also configure VPN settings for your organizations. See [Manage networks](#).

- **Chrome devices** - You can view your Chrome device details on this page. See [View Chrome device information](#).
- **(Optional) Shipments** - If you ordered your Chrome device from Google, you can view your device shipment details on this page. See [Track Chrome device orders](#).
 - **Note:** Devices will only show up on the **Shipments** page if your order was fulfilled from Google inventory. Devices ordered from vendors, resellers, or third-party sites will not appear on this page. As of late 2013, Google no longer fulfills orders from its warehouse, so administrators will not see any information related to recent hardware orders on this page.

It can take up to 24 hours for changes to propagate through Google's systems, although you will most likely see them sooner.

Recommendations

- Set up [Google Cloud Print](#) to print from your Chrome devices in your organization.
- In the Admin console, click **Device management > Devices** (to the right of **Chrome management**) to see information about all of the Chrome devices in your domain. On this page, you can also create organizational units to group devices that share the same configuration.
- Configure most of your Chrome devices to use the Stable release channel, but also have a few devices on the Beta and Development release channels. This helps your organization test upcoming Chrome features, detect incompatibilities between Chrome and your environment, and more. To configure a subset of devices to use a different channel, create an organizational unit to group those devices, then set the Release Channel device setting for that unit.
- To learn more about deploying Chrome devices in a classroom and determine if they're right for your learning environment, see the [Chrome Devices for Education Technical Planning Guide](#).

Help

Manage Chrome devices

Enroll Chrome devices

Configure Policies and Settings

Manage apps and extensions

View Chrome device information

Wipe device data

Chrome device quick start guide

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

 459

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English ▼

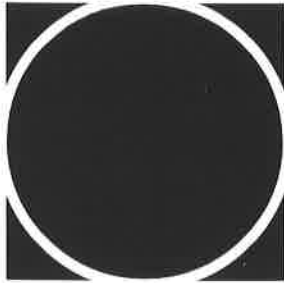


● Help

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Enroll Chrome devices

This article is for Chrome for Work and Education administrators.



You need to first enroll your Chrome devices to enforce policies on them set in your Admin console. Each device you enroll adheres to the Chrome settings you set in the Admin console until you wipe or recover the device. Note that if you "powerwash" the device, you will not be able to enroll it. If you need to reset the device, see [Wipe device data](#).

New devices should always be manually enrolled. Devices that have been previously enrolled, deprovisioned, wiped and placed back into pending are eligible for automatic enrollment if the policy is enabled.

Manual enrollment

Manually enroll the device before anyone (including administrators) signs in to the Chrome device. If a user signs in before you enroll the device, the device ignores the Admin console settings, and you must wipe the device and restart the enrollment process.

1. Turn on the Chrome device and follow the onscreen instructions until you see the sign on screen. **Do not sign in yet.**
2. **Before** signing in to the Chrome device, press the key combination **Ctrl-Alt-E**. The enrollment screen appears.
3. Enter the username and password from your Google admin welcome letter, or the username and password for an existing Google Apps user on your account.
4. Click **Enroll device**. You will receive a confirmation message that the device has been successfully enrolled.

By default, devices are enrolled into the top-level user organization of your domain. To enroll a device into a specific organizational unit, change the **Device Enrollment** user setting to Place Chrome device in user organization.

Re-Enroll Chrome devices

With the release of Chrome version 35, we've updated the device re-enrollment process with a new **Forced Re-Enrollment** device policy. This new feature is on by default, and it's a more robust way to ensure that wiped or recovered devices remain managed when they're distributed to users.

Learn more about Forced re-enrollment

[Automatic enrollment](#)

[Troubleshoot enrollment](#)

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[Manage apps and extensions](#)

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[Wipe device data](#)

[Chrome device quick start guide](#)

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

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English ▼



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Configure Policies and Settings

Personalize your users' experience on their Chrome devices!

You can enforce policies on your users' Chrome devices through settings in the Admin console. See the articles below for instructions on how to manage your organization's Chrome devices, including how to manage network settings and personalize your users' Chrome experience.

Set Chrome policies for users

Manage device settings

Manage networks

Manage Public Session Kiosk

Move a device to an organizational unit

g+1 10

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● Help

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Set Chrome policies for users

This article is for Chrome for Work and Education administrators only.

In the Google Admin console, you can configure policies for your organization's Chrome devices according to who signs in. These cloud-managed settings also apply to users who sign in to a Chrome browser with their Google Apps account from non-corporate-managed computers (such as personal and public computers). To set device-level policies on your corporate-managed Windows, Mac, and Linux computers, see [Set Chrome policies for devices](#).

If a setting does not apply to all applicable devices, there will be a lightbulb next to the setting in the Admin console indicating its restriction, such as "Supported only on: Windows, Mac, Linux, Chrome devices."

Enable Chrome Management

To manage user settings:

1. Sign in to the Admin console.
2. Click **Device management > Chrome > User Settings**.
3. Select the organizational unit to which you want the settings to apply.
4. Configure the settings on the page.
5. Click **Save changes** at the bottom of the screen. Settings typically take effect within minutes but might take up to an hour to propagate through your organization.

Mobile

Apply user settings to Chrome on mobile devices

General

Custom Wallpaper

Policy Refresh Rate

Chrome Smart Lock

Enrollment Controls

Place Chrome device in user organization during manual enrollment

Apps and Extensions

Allowed Types of Apps and Extensions

App and Extension Install Sources

Pre-installed Apps and Extensions

Allowed Apps and Extensions

Pinned Apps and Extensions

Chrome Web Store Homepage

Chrome Web Store Permissions

Security

Password Manager

"Show Password" Button

Screen Lock

Incognito Mode

Browser History

Force Ephemeral Mode

Online Revocation Checks

Safe Browsing

Malicious Sites

Geolocation

Minimum SSL version

Single Sign-On Online Login Frequency

Single Sign-On

Network

Proxy mode

SSL Record Splitting

Data Compression Proxy

Startup

Home Button

Homepage

Pages to Load on Startup

Content

Safe Search

Screenshot

Automatically Select Client Certificate for These Sites

3D Content

Cookies

Allow Cookies for URL Patterns

Block Cookies for URL Patterns

Allow Session-Only Cookies for URL Patterns

Third-Party Cookie Blocking

Images

JavaScript

Notifications

Plug-ins

Enabled and Disabled Plug-ins

Plugin Finder

Plugin Authorization

Outdated Plugins

Pop-ups

URL Blacklist

URL blacklist exception

Google Drive Syncing

Google Drive Syncing over Cellular

Web Platform

Printing

Printing

Print Preview

Google Cloud Print Submission

Google Cloud Print Proxy

User Experience

Managed Bookmarks

Bookmark Bar

Bookmark Editing

Set download location

Spell Check Service

Google Translate

Alternate Error Pages

Developer Tools

Form Auto-fill

DNS Pre-fetching

Multiple Sign-In Access

Omnibox Search Provider

Search Suggest

Omnibox search provider

Hardware

External Storage Devices

Audio Input

Audio Output

Video Input

Keyboard

Configure Policies and Settings

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How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

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Manage device settings

This article is for Chrome for Work and Education administrators only.

The Chrome device settings in the Admin console [configure your organization's Chrome devices](#) regardless of who signs in. To manage device settings:

1. Sign in to the Admin console [.](#)
2. Click **Device management > Chrome management > Device settings**.
3. Select the organizational unit [to which you want the settings to apply](#).
4. Configure the policies on the page.
5. Click **Save changes** at the bottom of the screen. Settings typically take effect within minutes but might take up to an hour to propagate through your organization.

The device policies are as follows.

Read the descriptions of every setting below to understand the available configuration options and how to optimize your organization's Chrome experience. At this time, only users under the same domain that a device was enrolled into will be shown.

Forced Re-enrollment

Verified Access

Cloud Print

Allow Guest mode

Restrict sign-in

Single Sign-On Cookie Behavior

Erase all user info, settings, and state after each sign-out

Power management on sign-in screen

Show user names and photos on the sign-in screen

Kiosk Settings

Scheduled reboot

Before changing any of the 4 Chrome update settings below, read [How to deploy auto-updates for Chrome devices](#) .

Auto update

Restrict Google Chrome version to at most

Randomly scatter auto updates over

Auto reboot after updates

Release channel

Mobile data roaming

Anonymous metric reporting

Device Reporting

Time Zone

Accessibility Control

Configure Policies and Settings

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Move a device to an organizational unit

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

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● Help

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Manage networks

This article is for Chrome for Work and Education administrators.

The Chrome network settings in the Google Admin console configure Wi-Fi and VPN access for Chrome devices enrolled in your domain. To manage network settings:

1. Sign in to the Admin console.
2. Click **Device management > Chrome management > Network**.

Add a VPN configuration

Add a Wi-Fi configuration

Add an Ethernet configuration

Username variables

Manage certificates

Global Settings: Auto-connect

For more information about deploying WiFi and networking for Chromebooks, including setting up SSL content filters, see [Enterprise networking for Chrome devices](#) .

Configure Policies and Settings

Set Chrome policies for users

Manage device settings

Manage networks

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Move a device to an organizational unit

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

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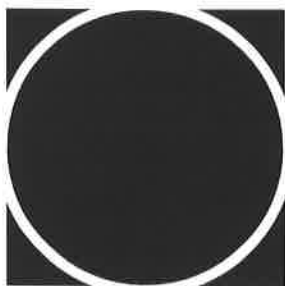


● Help

Contact Us

Manage Public Session Kiosk

This article has general information on how to set up Public Sessions on Chrome devices. For specific instructions on how to use a Chromebook for student assessments, see [Using Chromebooks for Student Assessments](#).



With Public Session Kiosks (also called Public Sessions), multiple users can share the same Chrome device without the need to sign in. For example, use Public Sessions to configure Chrome devices for use as kiosks, loaner devices, shared computers, or for any other work or school-related purpose for which users don't need to sign in with their credentials.

With Public Sessions, your users can have a full browsing experience and access multiple websites in a windowed mode (not fullscreen). Single App Kiosk mode is focused around a single application and offers the option for a fullscreen experience.

Prerequisites:

- You need to first enroll the device you want to use as a Public Session kiosk in your domain. Once successfully enrolled, the device will show up in the Admin console under **Chrome devices**.
- To enable Public Sessions, make sure that "Always show user names and photos" is enabled in the Admin console under **Device management > Chrome > Device settings > Sign-in Screen**.

Set up Public Sessions for your Chrome devices:

1. Sign in to your Admin console.
2. Go to **Device management > Chrome management > Public session settings**.
3. Select the organizational unit (OU) for which you want the settings to apply.
4. Configure the settings on the page and include a **Session Display Name** (that you would like to appear on the device's home screen, such as the name of your organization). Click **Save changes**.

5. Go to **Device management > Chrome management > Device settings**.
6. Select the OU you want to configure and under **Kiosk Settings > Public Session Kiosk**, select **Allow Public Session Kiosk**. This attaches the Public Session settings to the devices in the OU you select.
7. Click **Save changes** at the bottom of the screen. Settings typically take effect within minutes, but they might take up to an hour to propagate to the devices.
8. Move the desired Chrome devices into the OU that has the Public Session settings applied. Note that the Chrome devices must be enrolled in the domain for management before they appear under **Chrome devices** in the Admin console.

If you set **Auto-Login to Public Session** to **Yes** and enter "0" into the field **Number of seconds before delaying auto-login**, the device will be a Public Session Kiosk after you logout and go to the sign-in screen. If you want to launch a Chrome device with a single Chrome app full-screen, see how to set up a Single App Kiosk .

Notes:

- The displayed Public Session pods are prioritized over user pods on the login screen.
- You can only associate settings from one organizational unit per device for setting up Public Session Kiosks.
- Public Session settings only apply to the Chrome devices you specify.

Public Session user experience

On the login screen, the user sees the Session Display Name that you can set in the Admin console.

1. When the user clicks a Public Session pod, it expands to show the domain name of the organization that manages the session.
2. When the user clicks **Enter**, their session begins and they can start browsing the web. Note: If you uploaded a Terms of Service agreement in the Admin console, it will appear after the user clicks **Enter**, and they will need to click **Accept** to start the session.

The session is valid until a user signs out, or is idle for a period of time you specify and is automatically signed out. When the user ends the Public Session, all local user data is wiped from the device.

Public Session settings

Setting	Description
Session Display Name	Enter the name you want your users to see for the session. For example, "Fremont High School Library" or "Solarmora shared computer".
Maximum User Session Length	You can specify the device to sign the user out of his session after 1 to 1440 minutes. Leave empty for unlimited sessions.
Logout on Idle after	You can specify the device to sign the user out of his session if the device is idle for 1 to 1440 minutes. Leave empty to never logout.
Terms of Service agreement	You can upload a custom Terms of Service agreement that you would like users of your device to accept. This file needs to be a .txt or .text file.
Custom Avatar	You can upload a custom avatar that will accompany a Public Session. This file needs to be a JPEG (.jpg and .jpeg) and no larger than 512 KB.
Custom Wallpaper	Replaces the default wallpaper with your own customer wallpaper. This file needs to be a JPEG (.jpg and .jpeg) and no larger than 16 MB.
Policy Refresh Rate	You can specify between 30 to 1440 minutes as the interval for the Chrome device(s) to sync new policies from the Admin console.

Common Public Session configurations

Public Session Kiosk apps

All hosted Chrome apps and some packaged apps are supported as kiosk apps. Here are some popular Public Session Kiosk apps:

Chrome app	App ID
Chrome RDP	cbkkbcmdlboombapidmoeolnmdacpkch
User Agent Switcher for Chrome	djflhoibgkdhkhcedjklpkjnoahfmg
VNC Viewer for Google Chrome™	iabmpiboiofbgfabjmggeedhcmjenhbla

FAQs

How do I print from a Chrome device with Public Sessions?

You can set up printing with Public Sessions via the Cloud Print setting in the Admin console under **Chrome Management > Device Settings**.

How are Public Sessions different from guest mode?

Guest browsing is useful for quickly browsing the web. However, with guest browsing, you can't preconfigure apps, limit the session length, enforce a variety of security policies, or manage sessions in a way most businesses and schools require. Public Session browsing allows you to enforce many user policies without requiring each user to sign in.

On what Chrome devices can I run Public Sessions?

Public Sessions can be set up on any Chrome device that has the management console. If you're having difficulties, please update the device to the latest version of Chrome OS. Learn more about managed Chrome devices , and contact our sales team if you're interested in purchasing devices or management licenses.

What security features are built into Public Sessions?

Public Sessions are built with all of the security settings that you get with Chrome , including sandboxing, privacy settings, and the ability for an admin to customize the security policies. What's unique about using Public Sessions on Chrome devices is that all local user data is removed from the device when the user signs out.

How do I create a Chrome kiosk app that runs full-screen on the Chrome device?

See Tutorial: Create a Chrome kiosk app .

Configure Policies and Settings

Set Chrome policies for users

Manage device settings

Manage networks

Manage Public Session Kiosk

Move a device to an organizational unit

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

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Move a device to an organizational unit

Each Chrome device in your Google for Work Support account belongs to an organizational unit that determines which settings apply to that device. By default, all devices are in your account's top-level organization. But you can move a device to a suborganization you've created, to give it the settings available to that suborganization.

To move a device to another organizational unit:

1. Sign in to the Google Admin console.
2. From the dashboard, click **Device management**.
3. Next to **Chrome management**, click **Devices**.
4. In the organization tree at the left, highlight the organizational unit the device currently belongs to. Devices that were never assigned to an organizational unit are in the top-level organization.

If you don't know which organizational unit a device belongs to, enter the device's serial number in the search box and click **Search**.

5. Check the box next to the device you want to move.
6. Click **Move to**, and choose the new organizational unit from the dialog box.
7. Click **Move to organization**.

Configure Policies and Settings

Set Chrome policies for users

Manage device settings

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Move a device to an organizational unit

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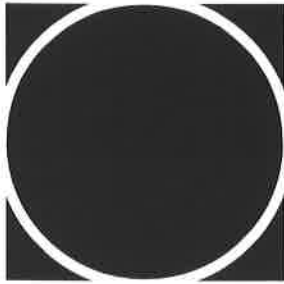


● Help

Contact Us

Manage apps and extensions

This article is for Chrome for Work and Education administrators.



Chrome application settings in the Admin console allow administrators to control which Chrome applications and extensions users can access, and whether users can create and publish their own apps. To manage application settings:

1. Sign in to the Admin console.
2. Click **Manage devices > Chrome Management > User settings**.

From the **User settings** page, you can do the following:

- Set **Pre-installed Apps and Extensions**
- Specify **Allowed Apps and Extensions**
- Set the **Chrome Web Store Homepage** to a custom homepage for your users.
- Allow users to publish private apps that are restricted to your domain on the Chrome Web Store.

*Note that these last two Chrome Web Store settings only work for organizational units that have the Chrome Web Store setting enabled under **Organization & users > Services**.*

By default, users can install any extension or application . As administrator, you can block specific apps and extensions, or block all apps and extensions except for specific ones that you approve. You can also pre-install specific apps and extensions. Your users won't be able to uninstall any items added to the pre-install list.

- To block specific apps and extensions, select **Allow all apps and extensions except the ones I choose** (the default selection), click the **Manage** link that appears below the radio buttons, then choose the items to block as described below.
- To block most extensions and applications, select the option **Block all apps and extensions except the ones I choose**, click the **Manage** link that appears below the radio buttons, then choose the items to allow as described below.

- To pre-install specific extensions and applications, click **Manage pre-installed apps** and choose the items to pre-install as described below.
-

Notes about preinstalling apps and extensions:

- To select extensions, you must have the Chrome Web Store service enabled for your organization .
 - Apps and extensions added to the pre-install list will bypass the list of blocked apps and extensions. In other words, Chrome apps force installed via the Admin console, Google Play for Education, or Chrome GPO ExtensionInstallForceList take precedence over apps you've blacklisted.
-

You identify the specific extensions or applications to block, allow, or pre-install using the **Chrome Web Apps & Extensions** dialog box that appears when you click one of the **Manage** links. The text below the title indicates whether you are selecting **Blocked apps and extensions**, **Allowed apps and extensions**, or **Pre-installed extensions**.



Install specific applications and extensions for your users

Under User Settings, you can also do the following:

- Recommend apps and extensions for your domain in a custom collection in Chrome Web Store
- Select a private collection of apps to be the Chrome Web Store homepage for your organization
- Allow users to publish private apps restricted to your domain on Chrome Web Store

Additionally, Chrome Devices for Education administrators can bulk purchase apps for their classroom. Learn how to publish private apps .

Help

Manage Chrome devices

Enroll Chrome devices

Configure Policies and Settings

Manage apps and extensions

View Chrome device information

Wipe device data

Chrome device quick start guide

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful

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● Help

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View Chrome device information

This article is for Chrome for Work and Education administrators only.

The **Chrome devices** page in the Google Admin console lists the Chrome devices in your domain and provides information such as serial number, status, latest activity, user name, and location. You can also use this page to create organizational units for your Chrome devices.

1. Sign in to the Admin console.
2. Click **Manage devices > Chrome Management > Devices**.

The **Chrome devices** page displays the following details for each of your users' Chromebooks.

Depending on where you purchased the Chrome devices (directly from Google for Work or a reseller), some of the following fields may not be filled in.

Field	Description
Serial Number	Chrome device serial number. Click the Serial Number to open a page with general information about a specific device.
Status	Displays the status of the device -- for example, Provisioned or Deprovisioned .
Enrollment Date	Date and time the device was registered with your domain.
Last Sync	Date and time the device was last synchronized with the policy settings in the Google Admin console
User	User of the device. The field can be edited after auto-population. To edit this field, click Edit
Location	Address or location of the device as noted by the administrator
Notes	In the Notes field, you can enter special information related to a device, and you can later run searches based on the information you enter in this field. To edit the Notes field, click the Devices tab, click the Serial Number for a

device, and then click **Edit**.

View Additional Device Details

When you click the **Serial Number** of the Chrome device, you're taken to the device details page, which lists the following information.

Device Details

Sorting

On the Devices page, click the heading of a column to sort by different criteria.

Running basic searches

Searching within a specific field

Searching in multiple fields

Format for date and time searches

Exporting the MEID List

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Wipe device data

This article is for Chrome Devices for Work and Education administrators.

You can clear all the local user data stored on your Chrome device by switching to developer mode and switching back to normal mode. This is useful if you want to re-enroll a Chrome device after a user signs into it.

To manage the device in your domain, you must enroll a Chrome device first before **any** user signs in to the device, including you as the administrator. If a user signs in before you enroll the Chrome device, your Google Apps account policies and preferences will not apply, and you need to wipe the device to restart the enrollment process.

All account information and data stored on the Chrome device that isn't synced with Google Chrome Sync, such as photos, downloaded files, and saved networks, is deleted during a wipe. After you've wiped the device, to manage it in your domain, you need to enroll the Chrome device .

Wipe a Chromebook

Wipe a Chromebox

Device-specific wipe instructions

If your Chromebook is listed below, the wipe process is unique for that device. Please follow the device-specific instructions below:

Lenovo X131e Chromebook

Samsung Series 5 Chromebook

Samsung Series 5 550 Chromebook

Help

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Enroll Chrome devices

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Manage apps and extensions

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Chrome device quick start guide

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CHROME DEVICE QUICK START GUIDE

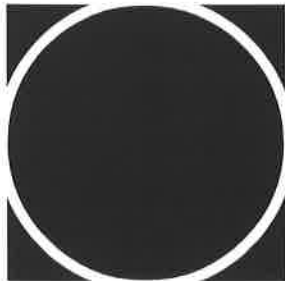
1) Deploy Chrome devices

NEXT: 2) ADD WI-FI NETWORKS >

This 5-step quick start guide walks you through how to get your Chrome devices quickly set up and enrolled in your organization.

We recommend you first set up one Chrome device with the settings you want to use for all of your devices. Once successful, you can apply those settings to all of your devices. If you plan to deploy a large number of Chrome devices and/or deploy them in conjunction with Google Apps for the first time, we recommend that you work with a Google Apps partner .

Set up Chrome devices for your organization in 5 Steps:



1. Site survey
2. Add Wi-Fi networks
3. Set Chrome management policies
4. Enroll Chrome devices and set up additional configurations
5. Prep and deploy all of your devices

[Learn about white glove prep service](#)

Step 1: Site Survey

Verify that your bandwidth is sufficient for the number of Chromebooks you are introducing to the environment. We recommend 30 devices per access point. Enterprise-grade access points can handle more. [Learn more about Enterprise networking for Chrome devices](#) .

Additionally, consider these before deploying:

[Legacy software](#)

External hardware

NEXT: 2) ADD WI-FI NETWORKS >

Chrome device quick start guide

- 1) Deploy Chrome devices
- 2) Add Wi-Fi networks
- 3) Set Chrome management policies
- 4) Enroll Chrome device
- 5) Prep and deploy all of your devices

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CHROME DEVICE QUICK START GUIDE

2) Add Wi-Fi networks



Step 2: Add Wi-Fi networks to the Admin console

1. On a computer other than the Chrome device you're setting up, sign in to the Admin console .
2. Go to **Device management > Chrome > Network**
3. Add Wi-Fi configuration to the device.
4. Verify Wi-Fi configuration options.

For additional instructions, see [Add a Wi-Fi configuration](#) .

Deployment Tips:

- It is often easiest to set up the Chrome devices and first sync the management policies while connected to an open or unfiltered network. After you've configured the Chrome device, remove this temporary enrollment network from the list of preferred networks by following the instructions under [Forget a network](#) .
- Be sure to add Wi-Fi networks under "For devices" rather than "For users".
- If you have different networks for different organizational units, make sure you've got the right organization selected at the top. For more info on setting up org units and sub-orgs in the Admin console, see [Create an organizational structure](#) .

Advanced setup

We recommend you test your network with a single Chrome device before enrolling a large number of devices. Does your organization use certificates? Learn more under [Installing certificates](#) .

802.1x deployment

Web Filtering

[NEXT: 3\) SET CHROME MANAGEMENT POLICIES](#)

Chrome device quick start guide

- 1) Deploy Chrome devices
- 2) Add Wi-Fi networks
- 3) Set Chrome management policies
- 4) Enroll Chrome device
- 5) Prep and deploy all of your devices

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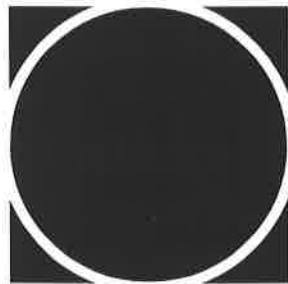
CHROME DEVICE QUICK START GUIDE

3) Set Chrome management policies

◀ NEXT: 4) ENROLL CHROME DEVICE ▶

Step 3: Set Chrome management policies

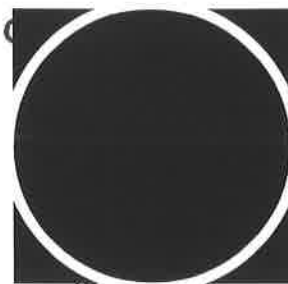
Most organizations use the default settings in the Chrome management console (also called the Admin console). However, some organizations want to customize Chrome policies to meet their organization's needs. If this is the case, below are some of the common Chrome settings that organizations customize. To modify these settings, do the following:



Customize user settings

1. Sign in to the Admin console at <https://admin.google.com> .
2. Go to **Device management > Chrome > User settings**.
3. Configure any of the user settings you want. Popular ones to customize include the following:

- Whitelisting/blacklisting
- Pre-install apps
- Set pages to load at startup
- Configure proxy server
- Enable/disable printing
- Enable SAML Single Sign-On. Learn more here .



Device settings

1. Sign in to the Admin console at <https://admin.google.com> .
2. Go to **Device management > Chrome > Device settings**.
3. Configure any of the device settings you want. Popular ones to customize include the



- Allow devices to enroll automatically
- Restrict Sign-in to a list of users (and select your domain, such as *@myschool.edu)
- Do not allow guest mode
- Enable device state reporting
- Always send metrics to Google
- Set timezone

 NEXT: 4) ENROLL CHROME DEVICE 

Chrome device quick start guide

- 1) Deploy Chrome devices
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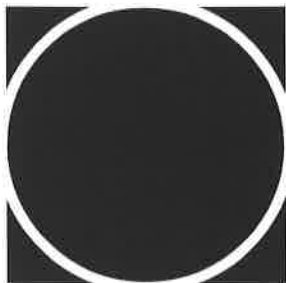
4) Enroll Chrome device



Step 4: Enroll Chrome device

Deploying fewer than 10 devices

If you're doing an evaluation or test of fewer than 10 devices, enroll the Chrome device manually and let it auto update when you first sign in to the device.

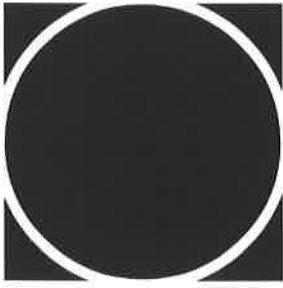


1. Turn on the Chrome device, select language, keyboard type, and WiFi network.
2. After accepting the terms of service, don't enter a username and password on the login screen. Instead, press **Ctrl-Alt-E** before signing in to the Chrome device, and you should see "enterprise enrollment" in the top left of the screen.
3. Enter the username and password for the device your Google admin welcome letter, or the username and password for an existing Google Apps user on your account.
4. Click **Enroll device**. After you successfully enroll the device, you will see a note that "Your device has successfully been enrolled for enterprise management."
5. Click **Done** to return to the initial sign-in screen, where you will see the text "This device is managed by *yourdomain.com*" at the bottom. *That's it! Your Chrome device is set up!*

Deploying more than 10 devices

If you're deploying many Chrome devices, first, set up a single device and verify that Wi-Fi settings, Chrome management policies, and enrollment work correctly on the device before before applying the same setup to all devices.

Optional features to set up:



- Cloud Print
- Create/Install Apps
- Public Session Kiosk
- Student assessments
- Virtualization - See your provider's instructions

Continue to the next step to set up the rest of the Chrome devices in your organization.

 NEXT: 5) PREP AND DEPLOY ALL OF YOUR DEVICES 

Chrome device quick start guide

- 1) Deploy Chrome devices
- 2) Add Wi-Fi networks
- 3) Set Chrome management policies
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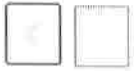


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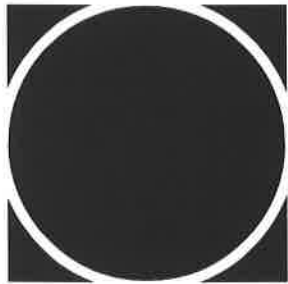
CHROME DEVICE QUICK START GUIDE

5) Prep and deploy all of your devices



After verifying that steps 1-4 work for your test device, you need to make sure all of your Chrome devices are on the latest version of Chrome OS. Because downloading a full OS update can exceed 350 MB, we recommend you follow the steps below to update Chrome devices using a USB flash drive and then manually enroll each device.

Prep and deploy all of your devices



1. Create USB recovery devices using the built-in image creation tool on a Chromebook at <chrome://imageburner>.
 2. Follow these instructions to use a USB recovery stick to wipe and reimage your Chrome device with the latest version of Chrome OS. This reimaging can take as little as 5 minutes, to over 20 minutes, depending on the device.
 3. After rebooting, select language, keyboard type, and WiFi network.
 4. After accepting the terms of service, don't enter a username and password on the login screen. Instead, press **Ctrl-Alt-E** before signing in to the Chrome device, and you should see "enterprise enrollment" in the top left of the screen.
 5. Enter the username and password for the device your Google admin welcome letter, or the username and password for an existing Google Apps user on your account.
 6. Click **Enroll device**. After you successfully enroll the device, you will see a note that "Your device has successfully been enrolled for enterprise management."
 7. Click **Done** to return to the initial sign-in screen, where you will see the text "This device is managed by *yourdomain.com*" at the bottom. *That's it! Your Chrome device is set up!*
-

Repeat these steps for all of the Chrome devices in your organization. For more information about device enrollment, see [Enroll Chrome devices](#).

Important:

- Use 4GB or larger USB drives formatted for USB 2.0.
- Make sure you're using the latest stable release of Chrome OS to image each device.
- If you run into issues while enrolling the device, you may need to wipe and re-enroll the device.
- Once successful, you can use the Admin console to apply settings to all devices in your organization by going to **Device Management > Chrome**.



Chrome device quick start guide

- 1) Deploy Chrome devices
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Santoni, Suzanne <santoni@wsps.org>

Google Apps for Students Agreement (santoni@wsps.org)

1 message

Russell Johnston (Google Drive) <rjohnston@wsps.org>

Wed, Oct 17, 2012 at 1:56 PM

To: santoni@wsps.org

Cc: mrichard@wsps.org, lucey@wsps.org, mcnulty@wsps.org

 **Attached: Google Apps for Students Agreement**

Message from rjohnston@wsps.org:

Tom and Mike,

Just a reminder that this is the form that students' parents need to sign and return so that teachers can provide students with their usernames and passwords. You can send it to every student or just those who will be accessing Google Apps at this time. I am expecting that the clerical staff and/or the teachers in your school will gather these forms and ensure that they are signed before students are issued their account information. I sent the cover letter to you last night.

Let me know if you have any questions.

Google Drive: create, share, and keep all your stuff in one place.

The Google logo, consisting of the word "Google" in its characteristic multi-colored font.

 **Google Apps for Students Agreement.pdf**
52K

Google Apps for Education – Student Accounts
West Springfield Public School

Dear Parents/Guardians,

West Springfield Public Schools has implemented “Google Apps for Education” for students, teachers, and administrative staff. Students in Grades 6-12 will have accounts allowing documents and presentations to be stored online and accessible from home, school, and anywhere there is an internet connection reducing the need for emailing files and/or flash drives. Since Google Apps is all online, it is the same everywhere you use it. There is no issue with having one version of a program at home and a different version at school. Google Apps allows you to easily share documents and files with teachers and other students, so you can turn in assignments electronically and collaborate on projects with classmates. Students, Teachers, and Administrative Staff will have access to Google Docs, Google Calendar, and Google Sites. Students will not be provided Email accounts (Gmail) at this time. Students can access the WSPS Google Apps for Education site at: <http://students.wsps.org> .

Google Apps for Education includes the following programs:

Google Docs:

- Google Documents - a word processor similar to Microsoft Word
- Google Presentations - a multimedia presentation tool similar to Microsoft PowerPoint
- Google Spreadsheets - a spreadsheet program similar to Microsoft Excel
- Google Drawings - a graphic design program

Google Calendar:

- Google Calendar allows you to maintain multiple calendars for all your needs

Google Sites:

- Google Sites allows you to create your own websites .

Responsible Use Guidelines

All participants will be respectful in their postings and comments. No cyberbullying, inappropriate language, personal insults, profanity, spam, racist, exists or discriminatory remarks, or threatening comments will be tolerated.

The WSPS Student Acceptable Use Policy covers use and misuse of computer systems including Google Apps accounts. Please review that document (available online at www.wsps.org - Online Policy Manual) to ensure proper use of these services.

Signatures

I agree to the terms and conditions in this document, and permit my child to use Google Apps for Education.

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian e-mail:(please print) _____

Student Signature: _____ Date: _____

Mission Statement

The mission of the 1:1 program at West Springfield High School is to create a collaborative learning environment for all learners. This environment will enable and support students and teachers to implement transformative uses of technology while enhancing students' engagement with content and promoting the development of self-directed and lifelong learners. Students will transition from consumers of information to creative producers and owners of knowledge.

West Springfield High School endeavors to prepare students for an ever-changing world that sees technological advancements happening at a rapid rate and is committed to preparing students for college and career readiness. West Springfield Public Schools demonstrate that, with a rigorous, high-quality program and the right social and emotional supports in place, all students, regardless of racial or economic background, can achieve outstanding results. WSHS is implementing the Chromebook initiative to further personalize the way each student uses time, receives support to master essential skills, and deepens understanding of content.

Compliance with the Law

Students using the Internet, will follow all laws, policies, and rules set forth governing computers. This includes but is not limited to copyright laws, software publisher's rights, license agreements, acts of terrorism, cyber bullying, assault, threats, and student right of privacy.

Students are required to follow all copyright laws around all media including text, images, programs, music and video. Downloading, sharing, and posting online illegally obtained media is against the Acceptable Use Policy.

Congress enacted the Children's Online Privacy Protection Act, 15 U.S.C. §6501, et seq. (COPPA) in 1998. COPPA required the Federal Trade Commission to issue and enforce regulations concerning children's online privacy. The Commission's original COPPA Rule became effective on April 21, 2000. The Commission issued an amended Rule on December 19, 2012 that became effective on July 1, 2013.

West Springfield Public Schools works diligently to comply with COPPA requirements. West Public Schools does not collect student personal information or transmit such information directly to online entities for the purpose of creating web based accounts. In

cases of web based account creation, West Springfield Public Schools will use an internal school district identification number to represent each student user.

Monitoring Student Use

West Springfield Public Schools administrative staff and faculty retain the right to collect and/or inspect Chromebooks at any time, including via electronic remote access and to alter, add or delete installed software or hardware.

Users of school technology have no rights, ownership, or expectations of privacy to any data that is, or was, stored on the Chromebook, school network, or any school-issued applications and are given no guarantees that data will be retained or destroyed.

Students have no expectation of confidentiality or privacy with respect to any usage of a Chromebook, regardless of whether that use is for school-related or personal purposes, other than as specifically provided by law. The school may, without prior notice or consent, log, supervise, access, view, monitor, and record use of student Chromebooks at any time for any reason related to the operation of the school. By using a Chromebook, students agree to such access, monitoring, and recording of their use. The information on the network in general files and email is not private and is subject to review by the network manager at the request of the West Springfield Public Schools administration to substantiate inappropriate activity and to comply with requests of law enforcement agencies as part of their investigations. Search of particular files of a user shall be conducted if there is a reasonable suspicion that a user has violated the law or West Springfield School Committee Policies.

Teachers, school administrators, and the technology department staff may use monitoring software that allows them to view the screens and activity on student Chromebooks.

Inappropriate media may not be used as Chromebook backgrounds or themes. No images or graphics containing people can ever be used as a background or theme. The presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang-related symbols or pictures will result in disciplinary actions.

Students may be selected at unannounced and at random to provide their Chromebook for inspection. The purpose for inspection will be to check for proper care and maintenance as well as inappropriate material contained on the device.

Network Access

The purpose of the system/network is to assist in preparing students for success in life and work by providing access to a wide range of information and the ability to communicate with others.

The system/network will be used to increase communication (staff, parent, and student), enhance productivity, and assist staff in upgrading existing skills and acquiring new skills through a broader exchange of information. The system/ network will also be utilized to provide information to the community, including parents, government agencies, and businesses.

Access to the system/network, including external networks, shall be made available to employees and students for instructional and administrative purposes and in accordance with administrative regulations and procedures.

Access to the system/network is a privilege, not a right. All users shall be required to acknowledge receipt and understanding of all administrative regulations and procedures governing use of the system and shall agree in writing to comply with such regulations and procedures.

Noncompliance with applicable regulations and procedures may result in suspension or termination of user privileges and other disciplinary actions consistent with the policies of the West Springfield Public Schools.

Content Filtering

The district utilizes an Internet content filter that is in compliance with the federally mandated Childrens Internet Protection Act (CIPA). All Chromebooks, regardless of physical location (in or out of school), will have Internet activity protected and monitored by the district. If a website is blocked in school, then it will be blocked out of school. If an educationally valuable site is blocked, students should contact their teachers to request the site be unblocked. Such requests will be given consideration following administrative review.

Improper Use/Consequences

Violations of the Acceptable Use Policy may result in loss of Chromebook privileges, as well as other disciplinary action including detention, suspension, and/or police involvement.

Use of the computer network and Internet is an integral part of research and class work, but abuse of this technology can result in loss of privileges. Students who use technology devices, digital resources, and network infrastructure, along with information technology inappropriately may lose their access privileges and may face additional disciplinary or legal action.

The length of time for loss of privileges will be determined by building administrators and/or other staff members. If the user is guilty of multiple violations, privileges can be removed for one year or more.

Ownership

Chromebooks are issued to individual students for educational purposes and should be used only by the student to whom it is issued. The Chromebooks are property of West Springfield Public Schools, not the student to whom it is issued.

The district will maintain a log of all Chromebooks that includes the Chromebook serial number, asset tag code, and name and ID number of the student assigned to the device.

Each Student will be assigned the Same Chromebook for the duration of her or his time at West Springfield High School Manufactured and school issued ID tags shall not be removed or marked upon.

Warranty / Liability

The West Springfield Public Schools makes no Warranties of any kind, whether expressed or implied, for the service it is providing. The West Springfield Public Schools will not be responsible for any damages students suffer. This includes loss of data resulting from delays, non-deliveries, misdeliveries, or service interruptions caused by its own negligence or your errors or omissions. Use of any information obtained via the Internet is at a student's own risk.

The West Springfield Public Schools specifically denies any responsibilities for accuracy or quality of information obtained through its services.

The West Springfield Public Schools makes no warranties of any kind, implied or expressed, that the services and functions provided through the West Springfield Public Schools technology devices, digital resources and network infrastructure, along with information technology will be error free or without defect.

The West Springfield Public Schools, along with any persons or organizations associated with the school department internet connectivity, will not be liable for the actions of anyone connecting to the internet through the school network infrastructure. All users shall assume full liability, legal, financial or otherwise for their actions while connected to the internet.

The West Springfield Public Schools assumes no responsibility for any information or materials transferred or accessed from the internet. The West Springfield Public Schools cannot be responsible for inappropriate or offensive material students encounter on the Internet.

If offensive material would cause students personal embarrassment or other emotional or psychological damage students should not use the system.

Parents and guardians agree to accept financial responsibility for any expenses or damages incurred as a result their student's inappropriate or illegal activities on the West Springfield Public Schools network. Parents and guardians agree to reimburse West Springfield Public Schools for any expenses or damages incurred in the use of district owned devices such as Chromebooks in 1:1 school deployments. Parents and guardians will have access to optional third party insurance carriers. The West Springfield Public Schools shall not be liable for users' inappropriate use of electronic resources or violations of copyright restrictions, users' mistakes or negligence, or costs incurred by users.

Acceptable Use

Guidelines for High School Use:

Violations of the Acceptable Use Policy includes, but is not limited to, the following conduct:

1. Using the computer/network for non-educational purposes (i.e. commercial/political purposes, financial gain, or fraud).
2. Sharing and/or using someone else's password to access the computer/network.
3. Attempting to bypass the computer/network security system.
4. Trespassing in, deleting or altering others' folders, work, or files.
5. Using the computer/network in any way that is disruptive to the educational process (i.e. listening to loud audio or video without headphones).
6. Engaging in any form of cyber-bullying, harassment, or other malicious behavior that would negatively affect another's ability to participate in the school community.
7. Revealing anyone's personal information, such as home address or telephone number.
8. Sharing or re-posting audio, video, or any material of or created by another student or faculty member without that individual's permission.
9. Sending massive, inappropriate and unsolicited information through "spamming," chain letters or the like.
10. Damaging or modifying the computers, computer system, or computer network in any way.
11. Intentionally wasting limited network or district resources by downloading unnecessary files or through unnecessary printing.
12. Viewing, sending, or displaying offensive images or messages.
13. Purchasing goods and services for personal use online through the computer/network.
14. Abusing or vandalizing system software, applications, files, or other network resources.
15. Accessing any social media networking websites for non-educational purposes during the school day.
16. Using mobile electronic devices of any kind without direct permission from a staff

member for appropriate educational purposes.

17. Violating any federal, state, or local laws including, but not limited to copyright, plagiarism, libel, and slander laws.

The West Springfield Public Schools reserves the right to change these Acceptable Use Guidelines for Computer and Internet Use at any time.

Digital Citizenship

While Working in a digital and Collaborative environment, students should always conduct themselves as good digital citizens by adhering to the following:

1. **Respect Yourself**- I will show respect for myself through my actions. I will select online names that are appropriate. I will use caution with the information, images, and other media that I post online. I will carefully consider what personal information about my life, experiences, or relationships I post. I will not be obscene. I will act with integrity.
2. **Protect Yourself** - I will ensure that the information, images, and materials I post online will not put me at risk. I will not publish my personal details, contact details, or a schedule of my activities. I will report any attacks or inappropriate behavior directed at me while online. I will protect passwords, accounts, and resources.
3. **Respect Others** - I will show respect to others. I will not use electronic mediums to antagonize, bully, harass, or stalk people. I will show respect for other people in my choice of Websites: I will not visit sites that are degrading to others, pornographic, racist, or inappropriate. I will not enter other people's private spaces or areas.
4. **Protect Others** - I will protect others by reporting abuse and not forwarding inappropriate materials or Communications. I will avoid unacceptable materials and conversations. I will not publish others' personal details, Contact details, or a schedule of their activities.
5. **Respect Intellectual Property** - I will request permission to use copyrighted or otherwise protected materials. I will suitably cite all use of websites, books, media, etc. I will acknowledge primary sources. I will validate information. I will use and abide by the fair use rules.

6. Protect Intellectual Property - I will request to use the software and media others produce. I will purchase, license, and register all software or use available free and open source alternatives rather than pirating software. I will purchase my music and media and refrain from distributing these in a manner that violates their licenses.

Student Use

Educational Use

School issued Chromebooks should be used for educational purposes and students are to adhere to the Acceptable Use Policy at all times.

Ownership

Chromebooks are issued to individual students for educational purposes and should be used only by the student to whom it is issued. The Chromebooks are property of West Springfield Public Schools, not the student to Whom it is issued.

Charging Device

Students are expected to bring a fully charged Chromebook to school every day.

Personalizing the Chromebooks

Chromebooks must remain free of any writing, drawing, stickers, paint, tape, adhesives and labels.

Students may add appropriate music, photos and videos to their Chromebooks. Personalized media is subject to inspection and must follow the West Springfield Public Schools' Acceptable Use Policy.

Use Outside of School

Students are encouraged to use their Chromebooks at home and other locations for educational purposes. A WiFi internet connection will be required for the majority of Chromebook use. Students are required to abide by the WSPS Acceptable Use Policy and Student Handbooks, local, state and federal laws.

Sound

Sound must be muted at all times unless permission is obtained from a teacher. Student provided headphones may be used at the discretion of the teachers.

Printing

Students will be encouraged to digitally publish and share their work with their teachers and peers when appropriate.

Because all student work should be stored in an internet cloud application, students will not print directly from their Chromebooks. Printing stations will be available in the library and other various locations.

A print station will consist of a desktop computer and networked printer. Students may log into a print station to print their work.

Data Backup

The majority of student work will be stored through Google Drive and cloud-based applications and can be accessed from any computer with an Internet connection and most mobile devices. Students are encouraged to maintain backups of their work on portable storage devices.

West Springfield Public Schools does not backup student data and is not responsible for lost or corrupted data.

Right of the School Committee

The West Springfield Public School Acceptable Use Policy shall govern all use of technology devices, digital resources, and network infrastructure. Student use of technology resources, digital resources, web enabled devices, and network infrastructure will be governed by the West Springfield School committee disciplinary policies as outlined in the policy manual of the district and the student's school handbook.

Because information technology is constantly changing, not all circumstances can be anticipated or addressed in this policy. All users are expected to understand and comply

with both the “letter” and the “spirit” of this policy and show good judgment in their use of these resources.

The West Springfield School Committee reserves the right to modify or change this policy and related implementation procedures at any time.



Distribution

Receiving Your Chromebook

Chromebooks will be distributed to the student each Summer and Fall, during orientation.

Every attempt will be made for students to retain their original Chromebook each year while enrolled at West Springfield High School.

All Chromebooks are the property of the West Springfield Public Schools and are subject to the same guidelines as other school property.

Equipment

Students in 9th-12th grade will be issued the following equipment:

HP Model Chromebook

Power cord

Ownership of the Chromebook

West Springfield Public Schools retains sole right of possession of the Chromebook. West Springfield Public Schools lends the Chromebook to the students for educational purposes only for the academic year.

Additionally, West Springfield Public Schools administrative staff and faculty retain the right to collect and/or inspect Chromebooks at any time, including via electronic remote access and to alter, add or delete installed software.

Transfer/New Student Distribution

All transfers/new students must participate in a school orientation and will be able to pick up their Chromebooks on campus.

Returning Your Chromebook

End of Year

Chromebooks will be collected at the end of each school year for maintenance, and cleaning. Students will turn in their Chromebooks and all peripherals and accessories. Failure to turn in a Chromebook will result in the student being charged the full replacement cost. Additionally, a

report of stolen property with the local law enforcement agency may be filed by the school or school designee.

Transfer Students

Students who transfer out of or withdraw from West Springfield Public Schools must turn in the Chromebook, power supply and case to the office on their last day of attendance. Failure to return the device and accessories will result in the student being charged the full replacement cost

Operating System / Software

West Springfield Public Schools provides staff and students with a Google Apps for Education account. Google Apps is a free web based suite of programs provided by Google for schools to use. All staff and students in West Springfield Public Schools have access to Google Apps for Education. Google Apps includes such programs as Google Drive and Google Calendar

All of the Google Apps services can be accessed from anywhere you have an Internet connection (school, home, smart phone, etc.) This reduces and replaces the need for flash drives and/or external data drives. Since Google Apps is all online, it is the same everywhere you use it. There is no issue with having one version of a program at home and a different version at school. Google Apps allows you to easily share documents and files with teachers and other students, so you can turn in assignments electronically and collaborate on projects with classmates.

Google Calendar

Google Calendar allows you to maintain multiple calendars for all your needs. You can keep calendars private, or you can share them with others as you determine. You can also invite people to specific events on your calendar.

Google Drive

Google Drive gives all users up to 30GB of cloud storage space for most file formats. Google Drive can be accessed from any computer with an Internet connection. Google Drive allows users to access and share files from any device that has Internet connectivity.

Google Drive includes the following programs:

- Google Documents - word processor similar to Microsoft Word
- Google Presentations - multimedia presentation tool similar to Microsoft PowerPoint
- Google Spreadsheets - spreadsheet program similar to Microsoft Excel

- Google Forms - survey/data collection tool for creating forms and collecting data from an audience

Students are allowed to independently install appropriate and free Chrome web apps and extensions from the Chrome Web Store. Apps and extensions With fees may be installed at the cost of the student.

Students are responsible for the web apps and extensions they install on their Chromebooks. Inappropriate material will result in disciplinary action.

From time to time the school may add software applications for use in a particular course. The licenses for this software may require that the software be deleted from Chromebooks at the completion of the course. Periodic check of Chromebooks will be made to ensure that students have deleted software that is no longer required in class, and that the school has not exceeded its licenses.

The school does not accept responsibility for the loss of any data deleted due to re-formatting and re-imaging.

Upgrade versions of licensed software are available from time to time. Students will be instructed to upgrade their software from the school's network periodically.

Repair / Replacement

Vendor Warranty

- Chromebooks include a one year hardware warranty from the vendor.
- The vendor Warranties the Chromebook from defects in materials and workmanship.
- The limited Warranty covers normal use, mechanical breakdown, and faulty construction.
- The Vendor will provide normal replacement parts necessary to repair the Chromebook or, if required, a Chromebook replacement.
- The vendor Warranty does not Warrant against damage caused by misuse, abuse, or accidents.
- All repair work must be reported to the West Springfield Public Schools Technology Helpdesk.

Insurance

West Springfield Public Schools recommends that insurance be purchased prior to the deployment of the Chromebook. West Springfield Public Schools will be the sole provider of this insurance. Under this insurance agreement, the Chromebooks are protected against accidental

damage, theft or loss due to an act of nature. The West Springfield Public Schools will require that a police report be submitted in cases of theft. A student making a false report will be subject to disciplinary action as outlined by the school code of conduct .

This insurance policy does not cover for loss of the Chromebook and or its accessories, cosmetic damage, or damages caused by intentional misuse and abuse. West Springfield Public Schools will assess the Chromebook damage and repair or replace the device if the damage is determined to be accidental and within the protection guidelines. Parents/Students may be charged for full replacement cost of a device that has been lost or damaged due to intentional misuse or abuse.

Parents who choose not to purchase insurance will be fully responsible for any loss, theft or damage.

Student Use of Chromebooks

Students are expected to bring a fully charged Chromebook to school every day and bring their Chromebooks to classes unless specifically advised not to do so by their teacher. In addition to teacher expectations for Chromebook use, school messages, announcements, calendars, and schedules may be accessed using the Chromebook.

Chromebooks being repaired

Loaner Chromebooks may be issued to students when they leave their school-issued Chromebook for repair. A student borrowing a Chromebook must sign a loaner agreement and will be responsible for any damage to or loss of the loaned device. Chromebooks on loan to students having their devices repaired may not be taken home.

Charging Chromebooks

- Chromebooks must be brought to school each day with a full charge.
- Students should charge their Chromebooks at home every evening.
- There will be a limited number of unsupervised charging stations that may be used in the classrooms during the time the student is scheduled for that room available to students on a first-come-first-served basis.
- An uncharged Chromebook is a violation of this agreement.
- Repeat offenses of this agreement may result in disciplinary action.

Backgrounds and Themes

- Inappropriate media may not be used as Chromebook backgrounds or themes.
- No images or graphics containing people can ever be used as a background or theme.
- The presence of such media will result in disciplinary action.

- Passwords on screensavers may not be used.

Sound

- Sound must be muted at all times unless permission is obtained from a teacher.
- Headphones may be used at the discretion of the teachers.
- Students should have their own personal set of headphones

Printing

- Students will be encouraged to digitally publish and share their work with their teachers and peers when appropriate.
- Because all student Work should be stored in an Internet/cloud application, students will not print directly from their Chromebooks at school. Any printing that needs to be done must be accomplished at home or with the assistance of a teacher or staff member.

Logging into a Chromebook

- Students will log into their Chromebooks using their school issued Google Apps for Education account.
- Students should never share their account passwords with others, unless requested by an administrator.

Managing and Saving Your Digital Work With a Chromebook

The majority of student Work will be stored in Internet/cloud based applications and can be accessed from any computer with an Internet connection and most mobile Internet devices. Some files may be stored on the Chromebook hard drive. Students should always remember to save frequently when Working on digital media. The school will not be responsible for the loss of any student Work. Students are encouraged to maintain backups of their important Work on a portable storage device or by having multiple copies stored in different Internet storage solutions.

Using Your Chromebook Outside of School

Students are encouraged to use their Chromebooks at home and other locations outside of school. A WiFi Internet connection will be required for the majority of Chromebook use, however, some applications can be used while not connected to the Internet.

Students are bound by the West Springfield Public Schools Acceptable Use Policy, Administrative Procedures, and other guidelines in this document wherever they use their Chromebooks.

Chromebooks Left at Home

Students are required to bring their Chromebooks to school every day. If students leave their Chromebook at home, they must immediately phone parents to bring them to school. Until the Chromebook is brought to school, students will participate in classes without their Chromebook. Repeat offenders who leave their device at home may face disciplinary action.

Responsibility for Electronic Data

The students are solely responsible for any apps or extensions on their Chromebooks that are not installed by a member of the West Springfield Public Schools technology staff. Students are responsible for backing up their data to protect from loss. Users of School Technology have no rights, ownership, or expectations of privacy to any data that is, or was, stored on the Chromebook, school network, or any school -issued applications and are given no guarantees that data will be retained or destroyed.

Operating System and Security

Students may not use or install any operating system on their Chromebook other than the current version of ChromeOS that is supported and managed by the school.

Updates

The Chromebook operating system, ChromeOS, updates itself automatically. Students do not need to manually update their Chromebooks.

Virus Protection

Chromebooks use the principle of “defense in depth” to provide multiple layers of protection against viruses and malware, including data encryption and verified boot. There is no need for additional virus protection.

Games and Obscene Material

Games are not allowed to be played on the Chromebook during school hours unless the game is educational in nature and permission is granted by the teacher. Disciplinary action for playing non-academic games in the classroom will be handled according to the policy stated in the West Springfield High School Student Handbook.

Violent games and computer images containing obscene or pornographic material are strictly prohibited at any time and will result in disciplinary action.

Guidelines for High School Use:

The following activities are prohibited. Violation of these guidelines will result in disciplinary action.

1. Using the computer/network for non-educational purposes (i.e. commercial/political purposes, financial gain, or fraud).
2. Sharing and/or using someone else's password to access the computer/network.
3. Attempting to bypass the computer/network security system.
4. Trespassing in, deleting or altering others' folders, work, or files.
5. Using the computer/network in any way that is disruptive to the educational process (i.e. listening to loud audio or video without headphones).
6. Engaging in any form of cyber-bullying, harassment, or other malicious behavior that would negatively affect another's ability to participate in the school community.
7. Revealing anyone's personal information, such as home address or telephone number.
8. Sharing or re-posting audio, video, or any material of or created by another student or faculty member without that individual's permission.
9. Sending massive, inappropriate and unsolicited information through "spamming," chain letters or the like.
10. Damaging or modifying the computers, computer system, or computer network in any way.
11. Intentionally wasting limited network or district resources by downloading unnecessary files or through unnecessary printing.
12. Viewing, sending, or displaying offensive images or messages.
13. Purchasing goods and services for personal use on-line through the computer/network.
14. Abusing or vandalizing system software, applications, files, or other network resources.
15. Accessing any social media networking websites for non-educational purposes during the school day.
16. Using mobile electronic devices of any kind without direct permission from a staff member for appropriate educational purposes.

17. Violating any federal, state, or local laws including, but not limited to copyright, plagiarism, libel, and slander laws.

Taking Care of Your Chromebook

Students are responsible for the general care of the Chromebook they have been issued by the school both on and off-campus. Chromebooks that are broken or fail to work properly must be reported to a teacher or administrator as soon as possible so that they can be taken care of properly. School-owned Chromebooks should NEVER be taken to an outside computer service for any type of repairs or maintenance. Students should never leave their Chromebooks unattended except locked in their hallway locker.

General Precautions

- No food or drink should be next to Chromebooks.
- Cords, cables, and removable storage devices must be inserted carefully into Chromebooks.
- Chromebooks should not be used or stored near pets.
- Chromebooks should not be used With the power cord plugged in when the cord may be a tripping hazard.
- Chromebooks must remain free of any writing, drawing, stickers, and labels.
- Heavy objects should never be placed on top of Chromebooks.

Carrying Chromebooks

- Always transport Chromebooks with care and with the screen closed. Failure to do so may result in disciplinary action.
- Never carry Chromebooks by the screen.
- Never carry Chromebooks with the screen open.

Screen Care

- The Chromebook screens can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.
- Do not lean on the top of the Chromebook when is closed.
- Do not place anything on top or near the Chromebook that could put pressure on the screen
- Do not place anything in the bag, backpack or other carrying device that will press against the Chromebook.
- Do not place anything on the keyboard before closing the lid {e.g., pens pencils....}
- Clean the screen with a soft, dry cloth, or anti-static cloth. Never sprayanything directly on screen, the cover, or the cloth that is used to clean the Chromebook.

Troubleshooting Guide (draft)

New user / First time log in---- Username: lastname.firstname@wsps.org

Password: student ID #

Note: Immediately change your password to something you will remember and do not share it.

Username/password problem--- Double check each character/space to ensure accuracy.

Attempt to use various possible usernames/passwords.

See _____ if all else fails.

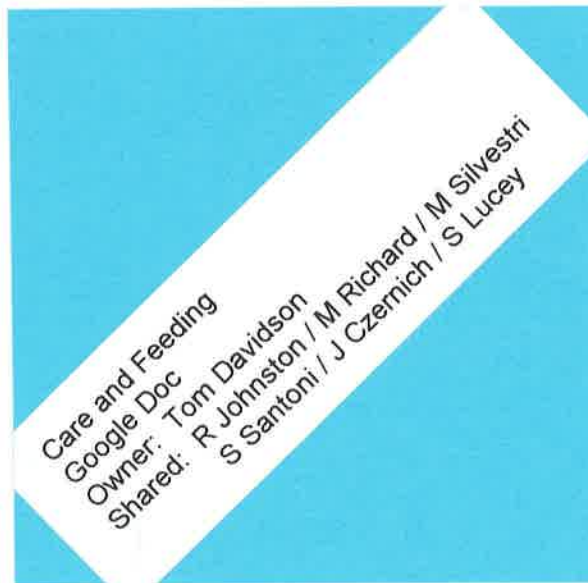
*Do we want to tell students to ask teachers to use Hapara? Or would this cause issues?

Can't connect in school --- Full power down/shut down and restart. Repeat as needed.

You may need to do this each time you enter another area.

Check selected network. You must be on WSHS-Chromebooks.

Chromebook isn't charging--- Report issue to _____ by _____





PURCHASE ORDER

**Town of West Springfield
School Department
26 Central Street
West Springfield, MA 01089**

OFFICE COPY

PURCHASE ORDER NUMBER

This order number must appear on all correspondence, invoices, packing slip and shipping papers.

1407629

Bill To: West Springfield School Department
Carey Sheehan
26 Central Street, Suite 33
West Springfield, MA 01089
(413)263-3291

The Town of West Springfield is EXEMPT from payment of STATE SALES TAX - EXEMPT # 046-001-352. Do not include this tax in your invoice.

Vendor: CDW Government, Inc.
200 North Milwaukee Ave
Vernon Hills, IL 60061

Ship To: High School
West Springfield Public Schools
425 Piper Road
West Springfield, MA 01089

Attn: SUE SANTONI

IMPORTANT: THIS ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS OF THE WEST SPRINGFIELD PUBLIC SCHOOLS.

Issue Date	Vendor No.	Requested by	Department/Location
06/30/2014	7124		

Contract Number:

Item	Quantity	Description	Account No.	Unit Price	Total Price
1	1050.00	HP CHROMEBOOK 11	4860-11-7100-5-549-00-118-05	\$235.78	\$247,569.00
2	1050.00	GOOGLE CHROME MGMT CONSOLE	4860-11-7100-5-549-00-118-05	\$26.35	\$27,667.50
3	1050.00	LASER ETCHING	4860-11-7100-5-549-00-118-05	\$18.65	\$19,582.50

QUOTE ATTACHED

THIS ORDER IS PLACED UNDER STATEWIDE CONTRACT ITC47

ALL OF THE TERMS AND CONDITIONS OF THE STATEWIDE CONTRACT ITC47 ARE INCORPORATED HEREIN AND MADE A PART HEREOF. CONFLICTING OR ADDITIONAL TERMS, CONDITIONS OR AGREEMENTS INCLUDED IN OR ATTACHED TO THIS FORM SHALL BE CONSIDERED TO BE SUPERSEDED AND VOID.

TOTAL OF PURCHASE ORDER \$294,819.00

Town of West Springfield Use ONLY

By

Chief Financial Officer

By

Procurement Agent (if over \$10,000.00)



SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
FKJP275	186714	6/26/2014

BILL TO:
 WEST SPRINGFIELD PUB SCHOOLS
 26 CENTRAL ST

SHIP TO:
 WEST SPRINGFIELD PUB SCHOOLS
 Attention To: PURCHASING DEPT
 26 CENTRAL ST

Accounts Payable
 WEST SPRINGFIELD , MA 01089-2753

WEST SPRINGFIELD , MA 01089-2753
 Contact: SUSAN
 SANTONI 413.263.3404

Customer Phone #

Customer P.O. # CHROMEBOOKS
 UPDATED QUOTE

ACCOUNT MANAGER		SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
JON GRAY 866.849.5199		UPS Freight LTL, Dock to Dock	NET 30 Days-Govt/Ed	GOVT-EXEMPT
QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1050	3152243	HP CHROMEBOOK 11 5250 2GB 16GB Mfg#: F3X85AA#ABA Contract: MARKET itc47-c6	235.78	247,569.00
1050	2815190	CDW LASER ETCHING-TIER 2 STATIC LRG Mfg#: LSRETCNONREFLTR2 Contract: MARKET itc47-c6	18.65	19,582.50
1050	2856676	ACAD GOOGLE CHROME OS MGT LIC+SUP 5Y Mfg#: CROS-SW-DN-EDU Contract: Massachusetts IT Hardware Category 6 ITC47 Electronic distribution - NO MEDIA	26.35	27,667.50
SUBTOTAL				294,819.00
FREIGHT				0.00
TAX				0.00

U.S. Currency

TOTAL 294,819.00

CDW Government
 230 North Milwaukee Ave.
 Vernon Hills, IL 60061

Fax: 847.990.8107

Please remit payment to:
 CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515



PURCHASE ORDER

**Town of West Springfield
School Department
26 Central Street
West Springfield, MA 01089**

OFFICE COPY

PURCHASE ORDER NUMBER

This order number must appear on all correspondence, invoices, packing slip and shipping papers.

1501023

Bill To: West Springfield School Department
Carey Sheehan
26 Central Street, Suite 33
West Springfield, MA 01089
(413)263-3291

The Town of West Springfield is EXEMPT from payment of STATE SALES TAX - EXEMPT # 046-001-352. Do not include this tax in your invoice.

Vendor: CDW Government, Inc.
200 North Milwaukee Ave
Vernon Hills, IL 60061

Ship To: High School
West Springfield Public Schools
425 Piper Road
West Springfield, MA 01089

Attn: SUZANNE SANTONI

IMPORTANT: THIS ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS OF THE WEST SPRINGFIELD PUBLIC SCHOOLS.

Issue Date	Vendor No.	Requested by	Department/Location
08/06/2014	7124		

Contract Number:

Item	Quantity	Description	Account No.	Unit Price	Total Price
1	120.00	3152243 HP CHROMEBOOK 11 5250 2GB 16GB	4860-11-7100-5-549-00-118-05	\$235.19	\$28,222.80
2	120.00	2815190 LASER ETCHING	4860-11-7100-5-549-00-118-05	\$18.65	\$2,238.00
3	120.00	2856676 ACAD GOOGLE CHROME OS MGT LICENSE	4860-11-7100-5-549-00-118-05	\$26.35	\$3,162.00

QUOTE ATTACHED

THIS ORDER IS PLACED UNDER STATEWIDE CONTRACT ITC47

ALL OF THE TERMS AND CONDITIONS OF THE STATEWIDE CONTRACT ITC47 ARE INCORPORATED HEREIN AND MADE A PART HEREOF. CONFLICTING OR ADDITIONAL TERMS, CONDITIONS OR AGREEMENTS INCLUDED IN OR ATTACHED TO THIS FORM SHALL BE CONSIDERED TO BE SUPERSEDED AND VOID.

TOTAL OF PURCHASE ORDER \$33,622.80

Town of West Springfield Use ONLY

By

Chief Financial Officer

By

Procurement Agent (if over \$10,000.00)

**West Springfield Public Schools
INCIDENTAL REQUISITION**

This Box for Central Office Use Only	
Batch#	Req#

DATE: July 31, 2014

ORDER FROM: CDW-G
230 North Milwaukee Ave
Vernon Hills, IL 60061

DELIVERY TO: West Springfield High School
ATTN: Santoni
425 Piper Road
West Springfield, MA 01089

Complete Name, Address, and Zip Code Required

QUANTITY	CATALOG #	Please use current & complete information ITEM DESCRIPTION (Size, Color, Etc.)	UNIT COST	TOTAL COST
120	3152243	HP Chromebook 11 5250 2GB 16GB	235.19	28,222.8
120	2815190	Laser Etching	18.65	2,238.
120	2856676	ACAD Google Chrome OS MGT License	26.35	3,162.
To Be Approved in the Following Order:			SubTotal	33,622.8
Dept. Chair				
Supervisor / Director			Shipping	
Principal				
Business Manager			TOTAL	33,622.8
Budget Account #				
Use the full 18 digit number				



SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
FLSW624	186714	7/29/2014

BILL TO:
 WEST SPRINGFIELD PUB SCHOOLS
 26 CENTRAL ST

SHIP TO:
 WEST SPRINGFIELD PUB SCHOOLS
 Attention To: SUE SANTONI
 425 PIPER RD

Accounts Payable
 WEST SPRINGFIELD , MA 01089-2753

WEST SPRINGFIELD , MA 01089
 Contact: SUSAN
 SANTONI 413.263.3404

Customer Phone #

Customer P.O. # ADDITIONAL
 CHROMEBOOKS

ACCOUNT MANAGER		SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
JON GRAY 866.849.5199		UPS Freight LTL, Special Services	NET 30 Days-Govt/Ed	GOVT-EXEMPT
QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
120	3152243	HP CHROMEBOOK 11 5250 2GB 16GB Mfg#: F3X85AA#ABA Contract: National IPA Technology Solutions Education 130733 itc47-c6	235.19	28,222.80
120	2815190	CDW LASER ETCHING-TIER 2 STATIC LRG Mfg#: LSRETCNONREFLTR2 Contract: National IPA Technology Solutions Education 130733 itc47-c6	18.65	2,238.00
120	2856676	ACAD GOOGLE CHROME OS MGT LIC+SUP 5Y Mfg#: CROS-SW-DN-EDU Contract: Massachusetts IT Hardware Category 6 ITC47 Electronic distribution - NO MEDIA	26.35	3,162.00
SUBTOTAL				33,622.80
FREIGHT				0.00
TAX				0.00

US Currency

TOTAL 33,622.80

CDW Government
 230 North Milwaukee Ave.
 Vernon Hills, IL 60061

Fax: 847.990.8107

Please remit payment to:
 CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515

Whalley Computer Associates, Inc.
P.O. Box 1292
Brattleboro, VT 05302-1292
Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
A68916	03-FEB-2014 08:52A	487636-A
Salesperson		Page
Michael J. Noftall		1

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
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Ship To	wspss West Springfield Public School 26 Central St West Springfield, MA 01089
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ATTN: Chromebooks

Customer PO #		Shipped Via	Date Shipped	FOB Point		
1403430		WCA DELIVERY	03 FEB 2014	EXW		
Account #	Rung By	Terms	Request #	Customer Reference		
		NET 30		CHROMEBOOKS		
Qty	Part Number	Description/Serial Number		Unit Price	Amount	
150	F3X85AA#ABA	HP CHROMEBOOK 11		254.00	38100.00	
	H81499	Ser# 3C17001029				
	H81500	Ser# 3C17000649				
	H81501	Ser# 3C17000962				
	H81502	Ser# 3C14001297				
	H81503	Ser# 3C14001338				
	H81504	Ser# 3C16001498				
	H81505	Ser# 3C16001576				
	H81506	Ser# 3C16001499				
	H81507	Ser# 3C16000894				
	H81508	Ser# 3C16000629				
	H81509	Ser# 3C16000674				
	H81510	Ser# 3C16000660				
	H81511	Ser# 3C16000667				
	H81512	Ser# 3C16001601				
	H81513	Ser# 3C16001622				
	H81514	Ser# 3C16001598				
	H81515	Ser# 3C16000416				
	H81516	Ser# 3C16001589				
	H81517	Ser# 3C16000874				
	H81518	Ser# 3C16001585				
	H81519	Ser# 3C16001584				
	H81520	Ser# 3C16001593				
	H81521	Ser# 3C16000211				
Continued on next page.						
				Sub-Total		
				Tax		
				TOTAL		

*** 1.5% Interest will be charged on balances over 30 days. ***

Whalley Computer Associates, Inc.
P.O. Box 1292
Brattleboro, VT 05302-1292
Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
A68916	03-FEB-2014 08:52A	487636-A
Salesperson		Page
Michael J. Noftall		2

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
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Ship To	wspss West Springfield Public School 26 Central St West Springfield, MA 01089
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ATTN: Chromebooks

Customer PO #		Shipped Via		Date Shipped	FO.B. Point	
1403438		WCA DELIVERY		03 FEB 2014	EXW	
Account #	Rung By	Terms		Request #	Customer Reference	
		NET 30				
Qty	Part Number	Description/Serial Number			Unit Price	Amount
	H81522	Ser# 3C16000886				
	H81523	Ser# 3C16001645				
	H81524	Ser# 3C16001670				
	H81525	Ser# 3C16001636				
	H81526	Ser# 3C16001599				
	H81527	Ser# 3C16001609				
	H81528	Ser# 3C16001404				
	H81529	Ser# 3C16001602				
	H81530	Ser# 3C16001617				
	H81531	Ser# 3C16001493				
	H81532	Ser# 3C16000885				
	H81533	Ser# 3C16000642				
	H81534	Ser# 3C16001591				
	H81535	Ser# 3C16001561				
	H81536	Ser# 3C16001566				
	H81537	Ser# 3C16000649				
	H81538	Ser# 3C16001433				
	H81539	Ser# 3C16001646				
	H81540	Ser# 3C16001674				
	H81541	Ser# 3C16000669				
	H81542	Ser# 3C16001486				
	H81543	Ser# 3C16001673				
	H81544	Ser# 3C16001850				
	H81545	Ser# 3C17001018				
Continued on next page.						
Sub-Total						
Tax						
TOTAL						

*** 1.5% Interest will be charged on balances over 30 days. ***

Whalley Computer Associates, Inc.
 P.O. Box 1292
 Brattleboro, VT 05302-1292
 Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
A68916	03-FEB-2014 08:52A	487636-A
Salesperson		Page
Michael J. Nofall		3

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
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Ship To	wspss West Springfield Public School 26 Central St West Springfield, MA 01089
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ATTN: Chromebooks

Customer PO #		Shipped Via		Date Shipped	F.O.B. Point		
1403438		WCA DELIVERY		03 FEB 2014	EXW		
Account #	Rung By	Terms		Request #	Customer Reference		
		NET 30					
Qty	WSPSS Part Number	WCA Part Number	NET 30	CHROMEBOOKS	Description/Serial Number	Unit Price	Amount
	H81546				Ser# 3C17001799		
	H81547				Ser# 3C17000181		
	H81548				Ser# 3C16001320		
	H81549				Ser# 3C16000670		
	H81550				Ser# 3C16001385		
	H81551				Ser# 3C16001627		
	H81552				Ser# 3C16001590		
	H81553				Ser# 3C16001526		
	H81554				Ser# 3C16001651		
	H81555				Ser# 3C16001597		
	H81556				Ser# 3C16001621		
	H81557				Ser# 3C16001554		
	H81558				Ser# 3C16001512		
	H81559				Ser# 3C16001457		
	H81560				Ser# 3C16000893		
	H81561				Ser# 3C14001417		
	H81562				Ser# 3C14000602		
	H81563				Ser# 3C14001376		
	H81564				Ser# 3C14001423		
	H81565				Ser# 3C14000793		
	H81566				Ser# 3C14001295		
	H81567				Ser# 3C16001620		
	H81568				Ser# 3C16000666		
	H81569				Ser# 3C16000673		
Continued on next page.							
						Sub-Total	
						Tax	
						TOTAL	

*** 1.5% Interest will be charged on balances over 30 days. ***

Whalley Computer Associates, Inc.
 P.O. Box 1292
 Brattleboro, VT 05302-1292
 Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
A68916	03-FEB-2014 08:52A	487636-A
Salesperson		Page
Michael J. Noftall		4

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
----------------	---

Ship To	wspss West Springfield Public School 26 Central St West Springfield, MA 01089
----------------	--

ATTN: Chromebooks

Customer PO #		Shipped Via	Date Shipped	E.O.B. Point
1403438		WCA DELIVERY	03 FEB 2014	EYW
Account #	Rung By	Terms	Request #	Customer Reference
WSPSS	NPC	NET 30	CHROMEBOOKS	
Qty	Part Number	Description/Serial Number	Unit Price	Amount
	H81570	Ser# 3C16001592		
	H81571	Ser# 3C16001634		
	H81572	Ser# 3C16000643		
	H81573	Ser# 3C16000607		
	H81574	Ser# 3C16001562		
	H81575	Ser# 3C16000648		
	H81576	Ser# 3C16001626		
	H81587	Ser# 3C14000859		
	H81588	Ser# 3C14000566		
	H81589	Ser# 3C14000904		
	H81590	Ser# 3B04000149		
	H81591	Ser# 3B04000068		
	H81592	Ser# 3C14000828		
	H81593	Ser# 3C13000207		
	H81594	Ser# 3C14000540		
	H81595	Ser# 3C14000295		
	H81596	Ser# 3C14000384		
	H81597	Ser# 3C14000910		
	H81598	Ser# 3C14000894		
	H81599	Ser# 3C14000802		
	H81600	Ser# 3B04000364		
	H81601	Ser# 3C14000371		
	H81602	Ser# 3C14000503		
	H81603	Ser# 3C14000153		
Continued on next page.				
			Sub-Total	
			Tax	
			TOTAL	

*** 1.5% Interest will be charged on balances over 30 days. ***

Whalley Computer Associates, Inc.
 P.O. Box 1292
 Brattleboro, VT 05302-1292
 Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
A68916	03-FEB-2014 08:52A	487636-A
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Michael J. Noftall		5

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
----------------	---

Ship To	wspss West Springfield Public School 26 Central St West Springfield, MA 01089
----------------	--

ATTN: Chromebooks

Customer PO #	Shipped Via	Date Shipped	F.O.B. Point		
1463438	WCA DELIVERY	03 FEB 2014	EXW		
Account #	Rung By	Terms	Request #	Customer Reference	
		NET 30			
Qty	Part Number	Description/Serial Number	Unit Price	Amount	
	H81604	Ser# 3C14000526			
	H81605	Ser# 3C14000453			
	H81606	Ser# 3C14000539			
	H81607	Ser# 3C14000524			
	H81608	Ser# 3C14000837			
	H81609	Ser# 3C14000879			
	H81610	Ser# 3C13000046			
	H81611	Ser# 3C14000724			
	H81612	Ser# 3C14000744			
	H81613	Ser# 3C14000817			
	H81614	Ser# 3C13000047			
	H81615	Ser# 3C14000679			
	H81616	Ser# 3C14000446			
	H81617	Ser# 3C14000903			
	H81618	Ser# 3C14000465			
	H81619	Ser# 3C14000492			
	H81620	Ser# 3C13000882			
	H81621	Ser# 3C14000517			
	H81622	Ser# 3C14000505			
	H81623	Ser# 3C13000168			
	H81624	Ser# 3C14000943			
	H81625	Ser# 3C14000531			
	H81626	Ser# 3C14000784			
	H81627	Ser# 3C14000750			
Continued on next page.					
				Sub-Total	
				Tax	
				TOTAL	

*** 1.5% Interest will be charged on balances over 30 days. ***

Whalley Computer Associates, Inc.
 P.O. Box 1292
 Brattleboro, VT 05302-1292
 Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
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Michael J. Nofall		6

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
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Ship To	wspss West Springfield Public School 26 Central St West Springfield, MA 01089
----------------	--

ATTN: Chromebooks

Customer PO #	Shipped Via	Date Shipped	FOB Point		
1403438	WCA DELIVERY	03 FEB 2014	EXW		
Account #	Ring By	Terms	Request #	Customer Reference	
Qty	Part Number	Description/Serial Number	Unit Price	Amount	
		NET 30		CHROMEBOOKS	
	H81628	Ser# 3C14000263			
	H81629	Ser# 3C14000525			
	H81630	Ser# 3C14000579			
	H81631	Ser# 3C14000882			
	H81632	Ser# 3C14000908			
	H81633	Ser# 3C14000905			
	H81634	Ser# 3C14000907			
	H81635	Ser# 3C14000896			
	H81636	Ser# 3C14000766			
	H81637	Ser# 3C14000528			
	H81638	Ser# 3C14000521			
	H81639	Ser# 3C14000542			
	H81640	Ser# 3C14000511			
	H81641	Ser# 3C14000489			
	H81642	Ser# 3C14000530			
	H81643	Ser# 3C14000547			
	H81644	Ser# 3C14000805			
	H81645	Ser# 3C14000849			
	H81646	Ser# 3C14000681			
	H81647	Ser# 3C14000806			
	H81648	Ser# 3C14000906			
	H81649	Ser# 3C14000568			
	H81650	Ser# 3C14000796			
	H81651	Ser# 3C14000705			
Continued on next page.					
				Sub-Total	
				Tax	
				TOTAL	

*** 1.5% Interest will be charged on balances over 30 days. ***

Whalley Computer Associates, Inc.
 P.O. Box 1292
 Brattleboro, VT 05302-1292
 Phone: (413) 569-4200



*** I N V O I C E ***

Invoice #	Invoice Date	Work Order #
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Salesperson		Page
Michael J. Nofall		7

Bill To	West Springfield Public School 26 Central St West Springfield, MA 01089
----------------	---

Ship To	wspss
	West Springfield Public School 26 Central St West Springfield, MA 01089

ATTN: Chromebooks

Customer PO #		Shipped Via		Date Shipped	F.O.B. Point		
1403438		WCA DELIVERY		03 FEB 2014	EXW		
Account #	Rung By	Terms		Request #	Customer Reference		
WSPSS	NPC	NET 30		CHROMEBOOKS			
Qty	Part Number	Description/Serial Number			Unit Price	Amount	
	H81652	Ser# 3C14000518					
	H81653	Ser# 3C14000450					
	H81654	Ser# 3C14000245					
	H81655	Ser# 3C14000447					
	H81656	Ser# 3C14000483					
	H81657	Ser# 3C14000506					
	H81658	Ser# 3C14000656					
150	U0VD4E	HP 3-YEAR NBD EXCHANGE WARRANTY UPGRADE			41.00	6150.00	
150	CROSMGMTEDU	CHROMEOS MANAGEMENT SOFTWARE FOR EDU			35.00	5250.00	
6	CHR36SS-PW4	ANTHRO 36-UNIT ULTRABOOK CHARGING CART			1579.43	9476.58	
ATTN: Chromebooks							
					Sub-Total		
					Tax	58,976.58	
						0.00	
					TOTAL	58,976.58	

*** 1.5% Interest will be charged on balances over 30 days. ***



PURCHASE ORDER

OFFICE COPY

**Town of West Springfield
School Department
26 Central Street
West Springfield, MA 01089**

PURCHASE ORDER NUMBER

This order number must appear on all correspondence, invoices, packing slip and shipping papers.

1501165

Bill To: West Springfield School Department
Carey Sheehan
26 Central Street, Suite 33
West Springfield, MA 01089
(413)263-3291

The Town of West Springfield is EXEMPT from payment of STATE SALES TAX - EXEMPT # 046-001-352. Do not include this tax in your invoice.

Vendor: Hapara
801 High Street
Palo Alto, CA 94301

Ship To: High School
West Springfield Public Schools
425 Piper Road
West Springfield, MA 01089

Attn: SUZANNE SANTONI

IMPORTANT: THIS ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS OF THE WEST SPRINGFIELD PUBLIC SCHOOLS.

Issue Date	Vendor No.	Requested by	Department/Location
08/12/2014	5236		

Contract Number:

Item	Quantity	Description	Account No.	Unit Price	Total Price
1	1200.00	TEACHER DASHBOARD & REMOTE CONTROL	0001-00-2451-1-504-19-118-05	\$5.10	\$6,120.00


12 MONTH SUBSCRIPTION

INCLUDES 15% DISCOUNT FOR THE FIRST YEAR ONLY

COPY
OK to pay!
S. Santoni

TOTAL OF PURCHASE ORDER	\$6,120.00
--------------------------------	-------------------

Town of West Springfield Use ONLY

By 
Chief Financial Officer

By _____
Procurement Agent (if over \$10,000.00)



QUOTE

West Springfield Public Schools

Attention To:

suzanne santoni

26 Central Street
West Springfield, MA 01089
United States

801 High St.
Palo Alto, CA 94301
USA

Quote Date

8/08/2014

Quote Number

00002224

Issued by:

5402733096

Lori Chaney

lori.chaney@hapara.com

Description	Quantity	Unit Price	Discount	Total Price
Google Special Discount for Teacher Dashboard and Remote Control 12 months subscription for the first year only.				
This rate only applies to the first year; please note that regular pricing will return on subsequent years for West Springfield Public Schools.	1,200.00	USD 6.00	15.00%	USD 6,120.00
Subscription will start from 01 September 2014 to 31 August 2015.				

Subtotal	USD 7,200.00
Discount Amount	USD 1,080.00
Total Price	USD 6,120.00

Due Date 10/08/2014

Thank you for allowing us to provide you with a quote for our services. The quote is valid for 30 days from the date of the quote ("Quote Date" above).



PURCHASE ORDER

**Town of West Springfield
School Department
26 Central Street
West Springfield, MA 01089**

OFFICE COPY

PURCHASE ORDER NUMBER

This order number must appear on all correspondence, invoices, packing slip and shipping papers.

1501166

Bill To: West Springfield School Department
Carey Sheehan
26 Central Street, Suite 33
West Springfield, MA 01089
(413)263-3291

The Town of West Springfield is EXEMPT from payment of STATE SALES TAX - EXEMPT # 046-001-352. Do not include this tax in your invoice.

Vendor: Liminex Inc.
2629 Manhattan Ave, PMB 154
Hermosa Beach, CA 90254

Ship To: High School
West Springfield Public Schools
425 Piper Road
West Springfield, MA 01089

Attn: SUZANNE SANTONI

IMPORTANT: THIS ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS OF THE WEST SPRINGFIELD PUBLIC SCHOOLS.

Issue Date	Vendor No.	Requested by	Department/Location
08/12/2014	5235		

Contract Number:

Item	Quantity	Description	Account No.	Unit Price	Total Price
1	1200.00	GS LICENSE: GOGUARDIAN CHROME BK MONITORING	0001-00-2451-1-504-00-119-05	\$5.64	\$6,768.00

CONF
*OK to pay.
S. Santoni*

TOTAL OF PURCHASE ORDER \$6,768.00

Town of West Springfield Use ONLY

By

Chief Financial Officer

By

Procurement Agent (if over \$10,000.00)

**West Springfield Public Schools
INCIDENTAL REQUISITION**

This Box for Central Office Use Only	
Batch#	Req#

DATE: July 31, 2014

ORDER FROM: Liminex Inc.
2629 Manhattan Ave., PMB154
Hermosa Beach, CA 90254

DELIVERY TO: West Springfield High School
 ATTN: Santoni
425 Piper Road
West Springfield, MA 01089

Complete Name, Address, and Zip Code Required

QUANTITY	CATALOG #	Please use current & complete information ITEM DESCRIPTION (Size, Color, Etc.)	UNIT COST	TOTAL COST	
1200		GS License: GoGuardian Chromebook monitoring	5.64	6,768.	

To Be Approved in the Following Order:		Date	SubTotal	6,768.
Dept. Chair				
Supervisor / Director	<i>S. Santoni</i>	<i>8-8-14</i>	Shipping	
Principal				
Business Manager			TOTAL	6,768.

Budget Account # NEW HIGH SCHOOL - TECHNOLOGY
 Use the full 18 digit number

Liminex Inc.

2629 Manhattan Ave., PMB 154
Hermosa Beach, CA 90254

(310) 601-8900
todd@GoGuardian.com
www.GoGuardian.com



ADDRESS

West Springfield Public Schools
26 Central Street, West
Springfield, MA 01089 USA

QUOTE NO. 1229
DATE 07/15/2014
EXPIRATION DATE 08/15/2014

ACTIVITY	QTY	RATE	AMOUNT
GS-CBBND1Y-00800 GS License: GoGuardian Chromebook monitoring, management and anti-theft software. 1YR Qty 800-2499	1200	5.64	6,768.00

For 2014-15 school year.
License valid through 6/30/2015.

TOTAL **\$6,768.00**

Accepted By

Accepted Date

California customers subject to CA sales tax.
Quote valid for 30 days from quote transmission date.
Pricing based on quantities shown and subject to change.
Liminex will not be held responsible for any pricing or descriptive inaccuracies.
Customer responsible to check quote for accuracy and to notify GS immediately of any inaccuracies found.



GoGuardian

Chromebook monitoring, filtering and anti-theft for schools.

(515) 999-5755 - contact@goguardian.com - Hermosa Beach, CA

Product Comparison Chart

	GoGuardian	Standard Network Filters	OpenDNS	Google Console
Custom Website Blacklist	✓	✓	✓	✓
CIPA-Compliant Categories	✓	✓	✓	x
Page Content Based Filtering	✓	~	x	x
Real-Time Trending Content	✓	~	x	x
At Home Filtering	✓	x	~	~
OU Integration	✓	x	x	✓
User Geolocation	✓	x	x	x
Per User Browsing History	✓	x	x	x
App / Extension Monitoring	✓	x	x	x
Video, Doc & Search Log	✓	x	x	x
Anti-Theft	✓	x	x	x

(*not a competitor)

*The Google Management Console is not a competitive product. Guardian relies on Google's Console to be deployed and updated.



CIPA Compliance Checklist

The Children's Internet Protection Act (CIPA) was enacted by Congress in 2000 to address concerns about children's access to obscene or harmful content over the Internet. Many schools and organizations have become CIPA compliant through the use of GoGuardian software and services. In particular, GoGuardian helps educational institutions address:



(a) access by minors to inappropriate matter on the Internet



(b) the safety and security of minors when using electronic mail, chat rooms and other forms of direct electronic communications



(c) unauthorized access, including so-called "hacking," and other unlawful activities by minors online



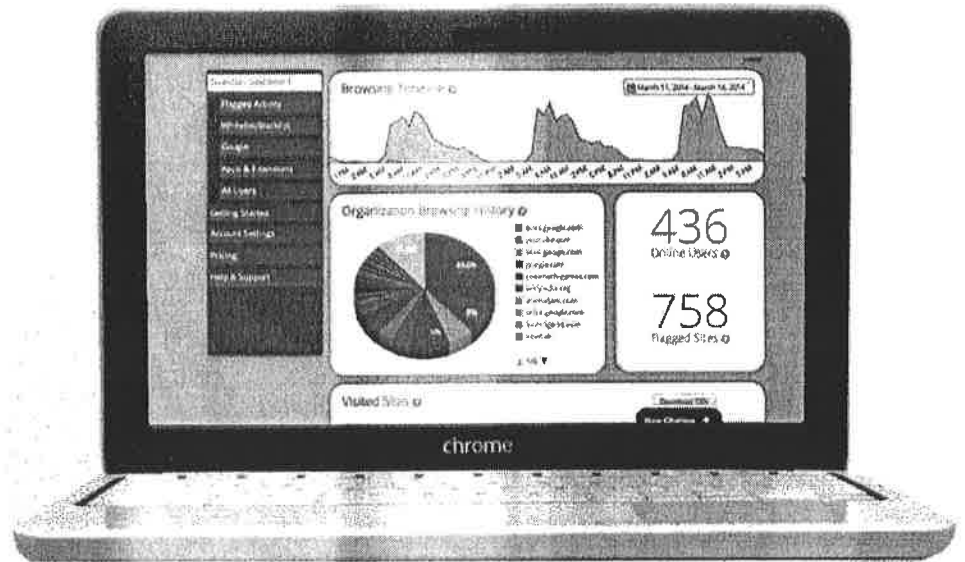
(d) unauthorized disclosure, use, and dissemination of personal information regarding minors



(e) measures restricting minors' access to materials harmful to them



Join the Growing Community
200+ School Districts
200,000+ Chromebooks



Chromebook monitoring, filtering and anti-theft for schools.

Monitor and guide student behavior.

Top Sites and Applications: See a graphical representation of your organization's top sites and applications overall, or for a specific period of time.

Youtube, Searches and Docs: Guardian tracks every video watched, search performed and document edited on a managed Chromebook.

Activity Flagging: Guardian runs the content of every page (as well as the meta keywords & description) against a powerful and fully customizable list of flagged terms.

Categorized Blacklists: Blacklist entire portions of the internet using our built in categories such as Pornography, Time Wasting, Proxy, Drugs and many more.

Blacklist by Domain: Add individual domains or upload a CSV to create your organization's specific blacklist.

Apps and Extensions: View a list of all extensions installed in your domain sorted by the number of installs or by user. Blacklist applications at your discretion.

Anti-theft protects your investment.

Webcam Pictures: Find out exactly who is operating the stolen device with webcam pictures taken every 15 minutes.

Keylogs: Use everything typed on the device to identify the thief and aid in recovery.

Screenshots: Determine the criminal's identity with screenshots of every visited page.

Geolocation: See your device on a map using live GPS data with pin-point accuracy.

5 minute install.

Google Integration: Push out your license and the Guardian extension in minutes using the Google admin console. All updates happen automatically.

“ Easy, seamless, and behind-the-scenes monitoring. This is the total package, now we actually know what's going on! ”
-Todd H.

“ Within 3 weeks of deploying Guardian we had decreased inappropriate activity by 70% if not more. ”
-Tim W.

“ We recovered our stolen Chromebook thanks to Guardian! Handing the principal and investigating officer the log, IP address, and map, impressed the heck out of them. ”
-Cindy

Invoice for West Springfield School District

4 messages

Weston Stout <weston@goguardian.com>
To: sheehan@wsps.org
Cc: Suzanne Santoni <santoni@wsps.org>

Mon, Aug 18, 2014 at 2:57 PM

We have received, appreciate and confirm your PO, and have included your account information below. Please confirm your receipt of this email, and forward the attached invoice to your accounting department for proper processing.

GoGuardian Account Information:

Organization:

West Springfield School Department
Carey Sheehan
26 Central Street, Suite 33
West Springfield, MA 01089
URL: <http://www.wsps.org/>
PO #: 1501166

Number of Licenses: 1200

License expiration date: June 30, 2015

Organization License Key: PFMO-BKBA-JBFI-HMPD-MLHN-DNGG-KPDK-AFGA

Administrator:

Name: Suzanne Santoni
Phone: 413-263-3447
Email: santoni@wsps.org

Please see the Help & Support tab on the Guardian Dashboard for additional information. Should you have any unresolved questions or issues, please feel free to contact us directly.

Thank you for using GoGuardian. We appreciate your business.

Regards,

Weston Stout

Account Manager
Phone: (323) 747-1897
weston@goguardian.com

GoGuardian | Monitoring, Filtering, and Anti-Theft for Chromebooks
www.GoGuardian.com | [Twitter](#) | [Google+](#)
Fax: +1 (310) 220-6808



Standard Claims Process

Accidental Damage to a Unit

1. Complete the provided claim form and submit via email or fax to our claims department. Please remember to complete every field listed to prevent delays.
2. Once the claims department receives your claim form, they will contact a repair depot in our network.
3. The depot will mail or email you the appropriate materials to send your unit in for repair.
4. Please package the unit in the provided box and use the label to send the unit in for repair.
5. Once the repairs are completed, the depot will ship the unit back to you. We will settle up with the depot directly for the cost of repair. Deductible payments are to be made to the depot directly. If the unit is damaged beyond repair, you will be mailed a check or replacement unit.

Theft of a Unit

1. File a police report and obtain copy of it.
2. Please complete the provided claim form.
3. Submit the claim form and police report via email or fax to our claims department.
4. You will be mailed a check or a replacement unit.

Vandalism of a Unit

1. File a police report and obtain copy of it.
2. Please complete the provided claim form.
3. Submit the claim form and police report via email or fax to our claims department.
4. We will then follow the steps listed above for "Accidental Damage of a Unit" to repair or replace the vandalized unit.

Claim Department Contact Information

Address: P.O. Box 2077, Stillwater, OK 74076

Phone Number: (800) 620-2885

Fax Number: (405) 334-5418

Email Address: groupclaims@worthavegroup.com

Things to Remember

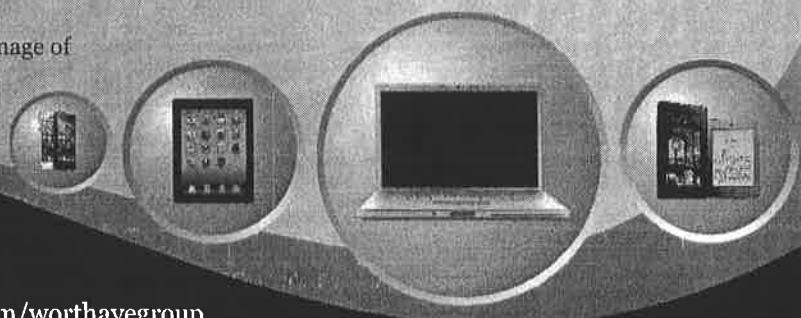
To prevent delays, please make sure to complete the claim form in its entirety.

In the event of theft or vandalism, please report the incident to the authorities as soon as possible.

If you receive a replacement unit or purchase a replacement unit with a reimbursement check, please make sure to report the new serial number to us, so we can update your policy to cover the new unit.

Type of Coverage	Worth Ave. Group Insurance	Worth Ave. Extended Service Plan	Manufacture Standard Warranty
Unlimited Claims	✓	✓**	
Manufacturer Defect		✓	✓
Mechanical Failure		✓	✓
Accidental Damage (Drops / Spills)	✓	✓*	
Cracked Screen	✓	✓*	
Liquid Submersion	✓	✓*	
Fire	✓		
Flood	✓		
Natural Disasters	✓		
Power Surge by Lightning	✓		
Theft	✓		

** For Premium Extended Service Plan Only.
* Optional Accidental Damage Coverage offered under ESP.





Santoni, Suzanne <santoni@wsps.org>

West Springfield School District Claim Information

1 message

Hallie Reiterman <hallie@worthavegroup.com>

Mon, Sep 8, 2014 at 3:01 PM

To: santoni@wsps.org

Cc: marc@worthavegroup.com



P: (800) 620-2885 F: (405) 372-9584

<http://www.worthavegroup.com>

P.O. Box 2077 , Stillwater, OK 74076

9/8/2014

West Springfield School District

425 Piper Road

West Springfield, MA 01089

Re: Filing a Claim

Dear Suzanne Santoni:

As a Worth Ave. Group policy holder you now have access to some of the top repair vendors in the country. We know that processing claims quickly and efficiently is important to you. This email will provide you with the necessary details to properly file a claim. Please read over this information carefully. You will

want to save the attached claim form on your computer so it is easily accessible to you.

Shipping Boxes - Once your policy is activated we will contact the repair vendor that will be matched with your account.

- The repair vendor will issue you shipping boxes in advance so you have some on site.
 - Please use these boxes when mailing off a damaged device.
 - The number of boxes issued to you will be determined by the number of insured units and by the repair vendor's inventory.

Claim Form - Attached is a one page Excel form that will be used when filing a claim with us.

- Please complete this form and then email it to groupclaims@worthavegroup.com.
- Claims need to be submitted within 90 days of the incident date.
- Please make sure you complete the form in its entirety to prevent delays.

Claims Information Form - Attached is a form that explains the claims process and what we need when you file a claim with us.

Deductible Payment - If your policy comes with a deductible, you will receive an invoice from the repair vendor when your shipping label is sent to you.

- You will use this invoice to pay for your deductible.
 - Deductible payments need to be made before a repaired device will be mailed back to you.
 - **Please note:** some repair vendors allow monthly payments to pay for deductibles so you won't have to issue a check for each device that is repaired.

Claim Checks - Your claim checks will be issued to the name and address that is entered in the Billing/Payment remit fields on the claim form.

- Please make sure these fields are filled out correctly to avoid the necessity of reissuing a claim check.

Claims department contact information:

- Phone number: (800) 620-2885
- Email: groupclaims@worthavegroup.com

If you have any questions regarding the information within this email please do not hesitate to contact me.

Sincerely,

Hallie Reiterman

Account Executive

Worth Ave. Group, Inc

735 Taylor Rd

Columbus, OH 43230

(614) 454-6702 (P)

(614) 866-9035 (F)

hallie@worthavegroup.com

www.worthavegroup.com

3 attachments



 **Claim Form.xlsx**
53K

 **Claims Process.pdf**
957K

IM441-1171 01 12

Name and Address of Authorized Representative

Worth Ave. Group, LLC ®

Karen Gallagher dba

1337 S. Western Road

Stillwater, Oklahoma 74074

Phone (800) 620-2885

Electronic Device Protection

Underwritten by: Allmerica Financial Benefit Insurance Company

WORTH AVE. GROUP – ELECTRONIC DEVICE PROTECTION

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 Policy Period..... 3
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 Property We Will Not Cover 4
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INTRODUCTION

This is a Policy between you and us. Your rights and duties under this Policy may not be assigned without our written consent. Please read your policy carefully.

The items covered under this policy, limit of insurance, deductible amount and your premium are shown on your Policy Declarations page. Your Personal Electronic Device Protection Policy will only cover the items listed on the Policy Declarations page.

The words you, your and yours refers to the person(s) or organization(s) listed as the Named Insured in Item 1 of your Policy Declarations page. We, us, our and ours refers to the insurance company providing this coverage, as indicated on the Policy Declarations page.

Your policy includes and your coverage is subject to an Insuring Agreement, an explanation of Your Duties in the Event of Loss or Damage, Settlement Options and General Rules and Conditions. Your policy may also include one or more endorsements. An endorsement is a

document which changes your policy. The agreements and endorsements made part of this policy at time of issue are listed in Item 4, Forms & Provisions on your Policy Declarations page.

This policy applies ONLY to loss occurring during the policy period shown on your Policy Declarations page and only for the Items and Limits of Insurance selected and shown on your Policy Declarations Page.

THE INSURING AGREEMENT

WHAT THIS AGREEMENT COVERS: We will cover Losses for the Coverage Option(s) listed below as long as the following conditions have been met:

- (1) You have chosen and agreed to the specified option(s);
- (2) You have paid the required premium;
- (3) The option(s) is listed on your Policy Declarations page.

COVERAGE OPTIONS:

- (1) Option 1 – Accidental Damage: Drops, Liquid Spills and Liquid Submersion
- (2) Option 2 – Theft, Burglary and Robbery
- (3) Option 3 – Standard Perils: Fire, Flood, Vandalism, Natural Disasters and Power Surge due to lightning
- (4) Option 4 – Mechanical Failure and Manufacture Defect

DEDUCTIBLE: When you applied for this insurance, you selected a deductible. This deductible is shown on the Policy Declarations page. Your deductible applies first to each loss. Then we will pay any amount over this deductible up to the limit of insurance for your selected coverage.

INSURABLE INTEREST: We do not cover more than your insurable interest in any property. Therefore, the limit of insurance must represent the replacement cost value of the property you are insuring.

LIMIT OF INSURANCE: The limit of insurance for your selected coverage as shown on the Policy Declarations page, applies to all losses arising from any one event. Any amount we pay will not reduce your coverage for future losses.

POLICY PERIOD: Period for which coverage is in force as stated on your Policy Declarations page. A loss must occur within this period to be covered.

POLICY TERRITORY: This agreement protects your covered property against direct physical loss or damage worldwide. In return for your premium, we will provide the protection stated in your Electronic Device Protection Policy for the Coverage and Limits of Insurance as selected and shown on your Policy Declarations page.

LOSSES WE WILL NOT COVER: Corrosion & Rust, Cosmetic Damage, Dishonest Acts, Intentional Acts, Nuclear Hazard, Power Surge (except lightning), Theft From An Unattended

Vehicle, Unexplained Loss or Mysterious Disappearance, War-Government Seizure and Wear And Tear. Manufacture Defects and Mechanical Breakdown are not covered unless Coverage Option 4 – Mechanical Failure and Manufacture Defect Coverage has been purchased.

PROPERTY WE WILL NOT COVER: The policy does not cover video games, DVD's, CD's, MP3 files, ring tones, contact lists, video screen savers, headphones, applications, programs, pictures, video files, audio files and data.

YOUR DUTIES IN THE EVENT OF LOSS OR DAMAGE

If you have a Loss to property covered by this policy, you must:

- (1) Report the loss or damage to us or our agent within ninety (90) days of the loss or damage. We or our agent will supply you with a Loss Report Form which you must complete.
- (2) You must contact us or our agent prior to any repair or replacement of covered property. All repair/replacement facilities must be approved by us prior to providing any services. We will not accept estimates from unapproved vendors.
- (3) Notify the local police immediately upon discovery of the loss if the loss is a theft, fire, or vandalism;
- (4) Do everything possible to protect the property from further loss;
- (5) Separate the damaged property from the undamaged property.
- (6) Provide to us or our agent proof of ownership for the covered property including any records such as receipt, bill of sale, or paid invoice.
- (7) If requested, allow us to question you under oath, at such times as may be reasonably required about any matter relating to this Policy or your claim including your records. In such event, your answers to our questions must be signed.
- (8) Send us or our agent a sworn Proof of Loss Statement containing the information we request to settle the claim. This statement gives us the details of damaged property. You must do this within 60 days after our request.

SETTLEMENT OPTIONS

At our discretion, your loss will be settled at replacement cost value with no deduction for depreciation, less the deductible listed on your Policy Declarations page.

- (1) We will pay the current cost of repair or replacement but not exceeding the lesser of the following options:
 - a) The full cost of repair including parts and labor;
 - b) Replacement cost at the time of Loss or adjustment based on a Refurbished item of like kind and quality;

- c) Replacement cost at the time of loss or adjustment based on a New item of like kind and quality;
 - d) The coverage amount listed on your Policy Declarations page;
- (2) When we repair or replace the covered property, it may be from the retailer or stock of the retailer from whom the covered property was purchased. If we determine this is not practical, a different retailer may be used at our discretion.

When the identical item is no longer manufactured or is not available, we will pay the lesser of the cost of a new article or refurbished article similar to that damaged or destroyed which is of comparable quality and usefulness, but in no event will we pay more than the limit of insurance that applies to the covered property. Payment will be made within 30 days after we reach agreement with you.

GENERAL RULES AND CONDITIONS

These general rules and conditions apply to your policy. Policies in some states differ and these exceptions to the general rules are shown where applicable.

COVERAGE BEGINS: Your coverage begins at 12:01 a.m. Standard Time at the location of your property the day after the postmark on your application for coverage. In the case of metered mail, your coverage begins the day your application is received by us or our agent. Your coverage ceases at 12:01 a.m. on the expiration date.

ABANDONMENT: There will be no abandonment to us of any property.

APPRAISAL: If you and we do not agree on the amount of the loss or the value of covered property, either party may demand that these amounts be determined by appraisal.

If either makes a written demand for appraisal, each will select a competent, independent appraiser and notify the other of the appraiser's identity within 20 days of receipt of the written demand. The two appraisers will then select a competent, impartial umpire. If the two appraisers are unable to agree upon an umpire within 15 days, you or we can ask a judge of a court of record in the state where the property is located to select an umpire.

The appraisers will then determine and state separately the amount of each loss.

The appraisers will also determine the value of covered property items at the time of the loss, if requested.

If the appraisers submit a written report of any agreement to us, the amount agreed upon will be the amount of the loss. If the appraisers fail to agree within a reasonable time, they will submit only their differences to the umpire. Written agreement so itemized and signed by any two of these three, sets the amount of the loss.

Each appraiser will be paid by the party selecting that appraiser. Other expenses of the appraisal and the compensation of the umpire will be paid equally by you and us.

ASSIGNMENT: This policy may not be assigned without our written consent.

BENEFIT TO OTHERS: Insurance under this coverage will not directly or indirectly benefit anyone having custody of your property.

CANCELLATION: You may cancel this policy at any time. To cancel, you must return the Policy Declarations page to us or our agent. If you cannot return the Policy Declarations page, you must tell us in writing the date which you want coverage to end. The date cannot be before the date of the writing.

If you cancel your policy, your refund will be figured by the pro-rata method, subject to a minimum premium of \$20.

If we cancel the policy, we will mail notice to you at your last known mailing address at least seventy-five (75) days before your coverage will end. Notice of cancellation will state the effective date of cancellation and reason for cancellation. The policy period will end on that date. You will get a refund of any unearned premium as promptly as possible. If we cancel, the refund will be pro rata. The termination of your coverage will be effective whether or not you have been paid the refund.

No policy which has been in effect for sixty days or more will be canceled by us except for one of the following reasons:

- (1) Nonpayment of premium;
- (2) Fraud or material misrepresentation made by you or with your knowledge in obtaining the policy, or in presenting a claim under the policy;
- (3) Any insured violating any of the terms and conditions of the policy; or
- (4) The risk originally accepted has substantially changed.

When cancellation is for nonpayment of premium, we will give at least 10 days' written notice of cancellation accompanied by the reason for cancellation.

MISREPRESENTATION, CONCEALMENT OR FRAUD: This policy will not provide coverage if you mislead us, willfully conceal information, misrepresent any material information or attempt to defraud us, or lie to us about any matter concerning the insurance, either before or after a loss.

Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is engaged in insurance fraud. Unintentional errors or oversights will not affect your coverage.

NONRENEWAL: We may elect not to renew this policy by mailing or delivering written notice of nonrenewal, stating the reasons for nonrenewal, to your last mailing address known to us. We will mail or deliver these notices at least sixty (60) days before the:

- (1) Expiration of the policy; or
- (2) Anniversary date of this policy if this policy has been written for a term of more than one (1) year.

Otherwise, we will renew this policy unless:

- (1) You fail to pay the renewal premium after we have expressed our willingness to renew, including a statement of the renewal premium, to you and to your agent, at least twenty (20) days before the expiration date;
- (2) Fraud or material misrepresentation made by you or with your knowledge in obtaining the policy, or in presenting a claim under the policy;
- (3) Any insured violating any of the terms and conditions of the policy;
- (4) The risk originally accepted has substantially increased;

PAIRS, SETS OR PARTS: If your loss involves pairs, sets or parts, we may elect to repair or replace any part or restore the pair or sets to its value before the loss. Or, we may elect to pay the difference in the value of the property before and after the loss.

POLICY CHANGES: Policy changes can only be made by attachment of a written form to the policy. Nothing else, including notice to our agent, will change this policy or alter any of its terms.

SALVAGE AND RECOVERIES: If we pay you for the cost to replace insured property, we retain all salvage rights for remaining parts and/or recovered property.

STATE LAW: Any part of this policy which conflicts with the laws of your state is automatically changed to conform to the law.

SUBROGATION: In the event of a loss, you may be able to recover part or all of your loss from someone other than us. Because of this, you must do all that is possible after loss to preserve any rights you may have to such recovery. If we make a payment under this policy, your right of recovery then belongs to us. You must help us as much as you can to enforce these rights.

An innocent insured who is the subject of criminal domestic violence by another insured cannot waive his or her right to recover. We retain all rights set forth by this subrogation condition with regard to our right to recover, up to the amount we pay, for loss caused by an act of criminal domestic violence.

IF WE DISAGREE: If we do not agree on the amount of your Loss, the following procedure will be used:

- (1) When arbitration has been requested by one party, both parties will mutually consent to the arbitration proceedings.
- (2) One of us will make a written request for arbitration, which is the process by which we will settle our disagreement.
- (3) Each of us will select an appraiser and decide upon a time and place for the appraisal.
- (4) The appraisers will select an impartial umpire. If they can't agree on an umpire within fifteen (15) days, a state judge where the appraisal is to be made will be asked to select the

MECHANICAL BREAKDOWN: We will not cover loss or damage caused by mechanical breakdown or system failure if not caused by accidental damage. If a fire or explosion ensues, we will pay for that loss or damage.

NUCLEAR HAZARD: We will not cover loss or damage caused directly or indirectly by nuclear reaction, nuclear radiation, or radioactive contamination. Loss caused by nuclear hazard is not considered loss caused by fire, explosion, smoke or any other insured peril. Direct loss by fire resulting from the nuclear hazard is covered.

THEFT FROM AN UNATTENDED VEHICLE: We will not cover loss or damage that is caused by or resulting from theft from an unattended vehicle except when it is securely locked, its windows are fully closed, and there is visible evidence that entry into the vehicle was forced.

UNEXPLAINED LOSS OR MYSTERIOUS DISAPPEARANCE: We will not cover loss or damage where the only proof of loss is unexplained or is caused by the disappearance of property without the knowledge as to place, time or manner of its loss. If your property was stolen, you are required to notify the local police immediately upon discovery. This policy does not provide coverage if you fail to notify the police.

WAR-GOVERNMENT SEIZURE: We will not cover loss or damage caused directly or indirectly by: War (including undeclared war or civil war); or a warlike action by a military force; or invasion, insurrection, rebellion, revolution, or unlawful seizure of power including action taken by governmental authority to prevent or defend against any of these. We will not cover your property if it is seized or destroyed under quarantine or Customs regulations, or confiscated by any government or public authority.

WEAR & TEAR: We will not cover loss or damage caused by or resulting from wear and tear, gradual deterioration, insect or vermin. Wear and Tear means the reduction in value to the Insured Product stemming from routine use and exposure.