



Douglas Families,

In the event you might have technical (network, web page not loading, etc.) or hardware issues with your VILS Chromebook, the following information will be of assistance to you during virtual learning:

- Complete troubleshooting steps first.
 - The following link has troubleshooting steps and other technology information for your Chromebook.: <https://sites.google.com/milwaukee.k12.wi.us/mps-vils-portal/home/your-new-chromebook?authuser=0>



- If you are still unable to use the device due to damage or malfunction, contact tech support at (414) 438-3400 or email TSC@milwaukee.k12.wi.us to report that you need to swap out your chromebook.
- If the chromebook is broken or is not in working condition students need to receive a loaner until the device can be repaired.
 - The TSC will need the Student ID, School name, phone number and description of the issue. The ticket will then go to the IT Service Tech and Principal.
 - The Tech will work with the principal to get a loaner for the student.
 - Arrangements will be made to have the device dropped off at the school so a loaner device can be picked up.

Face-to-face Instruction:

- Students should inform their homeroom teacher that the device is not working/damaged. The teacher should submit a ticket for the repair. The student should receive a pass to go to the Hawk Tech room to pick up a loaner device and drop off the non-working device.
- The following forms should be filled out:
 - [Quick Collected/New Computers Template](#)
 - [CB in Repair Note](#)
 - [Admin Chromebook Review Template](#)

We ask that you first, follow the steps listed above before contacting the school. The phone number and links listed above will serve you best.

Enjoy your brand new Chromebook!

Mrs. Chapman
VILS Instructional Coach
Andrew S. Douglas Middle School