



Tadcaster Grammar School

'A Culture of Excellence'

20 September 2018

Dear Parents

Many thanks to parents and students who have shown great patience as we launch our chromebook initiative with Year 7 students. Obviously with any introduction of technology on this scale there are likely to be some teething problems, so please bear with us if you are one of the few who have experienced difficulties. We have been addressing one or two issues with chromebooks that have arrived with faults, and those students will receive a new device in exchange, and not one that has been repaired. On the whole however, it has been a great success so far!

Warranty

If there are problems with your chromebook in the future, it will be necessary to claim under the warranty. To do so you need to do the following:

- The device supplier is XMA. Please call their hardware support line on 01727 201850 or email hardwaresupport@xma.co.uk
- You will be given a reference code for your warranty application
- Bring the chromebook to the IT support office, where it will be picked by the manufacturer.
- A replacement device will come to the school

Insurance claims

If you need to make an insurance claim as a result of the device being accidentally damaged or stolen, you need to:

- contact Freedom Tech on 0203 857 5675 or email cs@freedomtech.co.uk
- Complete an online claim form

Students will be able to borrow a device whilst their own is not available, but parents will be required to sign an Acceptable Use Agreement for this loaned device. Please ensure that students inform the IT support team, so they are aware of any problems.

For those parents who have not ordered a chromebook through the school endorsed scheme, and now wish to do so, there is an online portal on the school website where you can order a chromebook.

This portal closes on Friday 5 October.

Please do not miss this deadline if you wish to take advantage of the scheme. Many thanks for all of your support to date, with this exciting initiative.

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