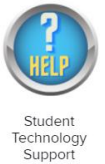


Spann Elementary School Student Device Information

Due to current circumstances, Spann Elementary has decided that all students should take their devices home daily. Here are some important reminders:

- Device should be **fully** charged each night.
- Device should be brought to school each day. The charger should stay at home.
- If your child forgets their device at home, we will not be able to provide a loaner.
- The protective cover on the device should never be removed.
- Students should not eat or drink around the device.
- If your child is experiencing technical difficulties with their device, you should submit an MLS support request. This can be found in your child's Clever account. It can also be found on the DD2 Technology webpage.
Our MLS team and/or Cantey Technology will contact the media center if a device exchange is needed. Please do not contact the school for assistance with technology, unless it is for a forgotten password or damaged device.
- If the device is damaged, please keep in mind that the district will cover the first incident. Anything after that, you would be charged based on the price list in the DD2 Student Device Handbook (QR code below). In addition, lost or damaged chargers will cost \$20.
- For your child's safety, the district has provided safeguards that will limit access to certain sites and will also monitor usage.
- If you withdraw your child from Spann Elementary (even if you are staying within district), the device and charger must be returned immediately. If it is not returned within one week, the device will be reported to the police as stolen.



Here are some QR codes to check out for more information:

| | | | |
|---|--|---|--|
| <p>Parent Orientation Video</p>  | <p>Other Orientation Videos (connecting to Wi-Fi, joining a Teams meeting, accessing Clever, etc.)</p>  | <p>District Technology Acceptable Use Policy</p> <p style="font-size: small;"><i>You already acknowledged the policy when you registered your student.</i></p>  | <p>DD2 Student Device Handbook</p>  |
|---|--|---|--|

Tech Support

- Resources and troubleshooting support are updated as needed at <https://www.ddtwo.org/tech>.
- If you do not remember your computer log in credentials, contact your teacher.
- If you know your credentials, but it is not working:
 - Make sure the caps lock is not on.
 - Check to see if you typed your username correctly. Make sure you are not mistyping your password. Delete your password and retype it.
- If you are unable to access home Wi-Fi, restart your device. Make sure airplane mode is not on your device.
- If you are having issues involving audio/video, check to make sure your device is not muted.
 - If you are using earbuds/headphones, unplug the earbuds/headphones. When plugging them back in, make sure to plug them all the way into the headphone jack.
- Restart your device.
- If you still need help, technology support and videos can be found at <https://www.ddtwo.org/Page/25203>.
- If your issue was not resolved, then
 - Contact your teacher, or
 - Contact Cantey Technologies if your device is malfunctioning.
 - Between the hours of 7:00 AM-8:00 PM, call **843-896-0777**
 - Be prepared to provide your student credentials (username and password).

If Cantey Technologies cannot resolve the issue through the phone support process, students will be directed to bring the device to the school during a designated time, so the device can be serviced. Students will be issued a spare device.