

Dear Oconomowoc Area School District 6<sup>th</sup>, 9<sup>th</sup>, and 12<sup>th</sup> – grade families:

The Oconomowoc Area School District (OASD) Chromebook and charger that you have checked out are due to be returned at the end of this school year. Students in grades 6 and 9 will receive a new Chromebook at the time of the return. The exchange process will be scheduled and structured in a manner that follows COVID-19 social distancing requirements and guidelines set by the CDC. Families will soon receive more details on Chromebook drop-off and exchange dates/times from their schools. We ask that you bring the Chromebook charged so that we can confirm that it is in working order. In preparation for the exchange/return, see the information below, and contact us for any additional assistance.

*OASD Technology and Innovation Department*  
262-560-2126 · [helpdesk@oasd.org](mailto:helpdesk@oasd.org) · [Technology Resources Website](#)

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## **Chromebook Return Frequently Asked Questions**

### ***How do we know if we have the correct Chromebook and charger?***

Students can log into their OASD library account ([Destiny](#)) to view books and resources they've checked out. Click under "My Info" to confirm Chromebook and charger asset tags. The asset tag can be found on the back of the Chromebook and charger.

### ***What if my son/daughter lost their charger and/or has a different one than was initially checked out?***

If you return an item that was not issued to you and your original device/charger was not returned, a fee will be added to your Skyward Family Access account for the item(s) not returned. If the original charger is turned in at a later date, we will remove the fee. For more information on Chromebook insurance coverage, [click here](#).

### ***What if there is damage to the Chromebook?***

Normal wear and tear are expected. For those with insurance covered, any damage that is deemed accidental will be repaired without an additional fee. Excessive/intentional damage (stickers, deep scratches, etching, multiple/deep dents beyond accidental drops) will result in an added fee to your Skyward Family Access account.

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***If your Chromebook needs repairs now, contact us as soon as possible to start the repair process.***

Please do not wait until the end of the year Chromebook drop-off and exchange.

***Can we leave stickers on the Chromebook?***

Stickers need to be removed before returning, and any left on the device or damage due to them may result in a fee (students have been instructed not to use stickers).

***What if we've been having problems with our Chromebook?***

[Check our website](#) for troubleshooting tips and contact us as soon as possible if you aren't able to resolve the issue.

***What if we've purchased our own device and don't need an OASD Chromebook?***

Students should return the current Chromebook and let us know that they are opting out for next year.