

**Our Lady of Grace  
Catholic School  
Student Laptop Handbook**



**2008-2009**

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**Table of Contents**

<b>Section</b>		<b>Page</b>
<b>I. Program Expectations</b>		<b>2</b>
<b>II. MacBook Quick Tips</b>		<b>6</b>
<b>III. Questions and Answers</b>		<b>7</b>
<b>IV. 2008-09 Program Fees and Expenses</b>		<b>10</b>
<b>V. MacBook Basics and How to Care for the MacBook</b>		<b>11</b>

## **Section I**

### **Program Expectations**

- **I will bring the MacBook to school every day.**

The MacBooks are being provided to enhance the educational experience at Our Lady of Grace. If a student forgets the MacBook, he/she will be unable to participate fully in that day's activities in the classroom. We do not have enough laptops to loan out laptops to students who forget the MacBook at home. If a student forgets the MacBook at home, he/she will not have a laptop for the day and all work completed on the MacBook is the responsibility of the student. After 5 offenses, the MacBook must be left at the OLG Helpdesk overnight to charge for one month. All of these consequences are also noted in the Middle School Code of Conduct. If a student does not bring the MacBook to school, the student will not be allowed to call home to have the MacBook brought to school.
- **I will recharge the MacBook nightly using a surge protector and will begin each day with a fully charged battery.**

If students do not bring the MacBook daily they will be unable to participate fully in class activities. The MacBook needs to be fully charged for each day, as students will be unable to charge the laptops during the school day due to space and electrical constraints. Again, if the MacBook is not charged and unavailable for class, no laptops are available for loan. Having the MacBook with no charge will be counted towards a "no computer" offense as stated in the Middle School Code of Conduct. Students should be careful when plugging in the power cord or other devices. The MacBook should remain in the Always On MacBook Case when charging, and the laptop should be charged in a location which is both secure and safe so no damage will be accidentally done to the MacBook when it is charging. Students should use a surge protector when charging the MacBook to prevent power surges from damaging the computer. Students should keep their charge cord in the pockets provided in the laptop bag.
- **I will not leave the MacBook unattended.**

If students leave their MacBooks unattended, the chance for theft increases, especially in the public areas of the school. If a student leaves a MacBook unattended in a public place, and the MacBook is turned into the OLG Helpdesk, the student will lose the laptop for the day and will need to pay \$5.00 to get the MacBook back. This will also trigger a "no computer" offense as stated above. Students are responsible for backing up any material in case the MacBook is lost or damaged. Students are responsible for securing the MacBook in their locker. If the locker does not shut or securely lock, the student must bring the MacBook to the Helpdesk or their homeroom teacher to secure it.
- **I will keep the computer in the Always On MacBook Case at all times and will put the computer in "sleep" mode between classes.**

Students will be asked to purchase a MacBook Always On Case at Registration. Students will leave the MacBook in this case at all times, opening the top of the case to access their laptop while working in the classroom. Other schools with laptop programs have found that the use of these cases decreases the amount of damage, accidental or otherwise, to the laptops. The MacBook will be able to be charged while in the case, so there is no need to

remove the laptop from the case at any time. As students move between classes, they should put the computer in “sleep” mode in order to preserve battery power (i.e., it takes less battery to move from “sleep” mode to use than to power up the computer).

- **I will backup my most important files to an external flash drive.**
- **At school, I will only use the MacBook when in a classroom supervised by OLG staff. I will not use the MacBook in the lunchroom, playground, hallways, and school bus/car.** Students will only use the MacBooks in classrooms. Using the laptops in hallways during class breaks is unacceptable. Students will not be able to take the MacBooks to lunch, recess, gym, etc. The laptops should be stored in lockers during this time. MacBooks that are found unattended in public spaces will have consequences as outlined above. Using the MacBook on the bus or in car rides to and from school is also prohibited.
- **Away from school, I will only use the MacBook when in a location which is free from food, liquid, and debris that could damage the laptop and which provides a flat surface on which to operate the laptop.** Students should not use the MacBook in an area where food and drink are present. Spilling any sort of food or drink on the laptop could permanently damage the MacBook. If a spill does occur, unplug or take the battery out of the MacBook. You should try draining the fluid out of the MacBook by tilting it and then have the OLG Helpdesk look at the MacBook as soon as possible. The laptop should only be used on a flat surface where the MacBook will not fall to the ground or damage the screen. Pets can also damage the MacBook.
- **I will not slam or push on the lid, or set objects/books on top of the MacBook.** Setting heavy objects, like musical instruments, sports equipment, or books, on the MacBook may cause severe damage to the screen. Slamming or pushing on the lid of a laptop may cause damage to the screen or hard drive. Similarly, the laptop should not be placed under soft items like pillows or blankets. This will cause the laptop to overheat. Leaving the laptop in a car in extreme heat or cold can also damage the MacBook and the screen. Opening the computer by pulling on the top of the case will also damage the screen. The MacBook should not be placed in a backpack, with or without the Always On Case, as this may damage the screen as well.
- **I will make the MacBook available for inspection by an administrator, teacher, or staff member upon request. I understand that the MacBook and its contents can be monitored by OLG staff when I am signed on to the OLG network. I will turn in the MacBook to the Helpdesk over weekends or long vacations for routine maintenance as needed.** The MacBooks are the property of OLG and are being loaned to the students for educational purposes. When students are logged onto the OLG network during the school day, the administrative staff has the capability to search directories for inappropriate content. At any time, a staff member of OLG can inspect a student’s MacBook. At times, the MacBook may need routine maintenance and may need to be left at school over the weekend or long vacations. Staff will give students sufficient notice if the MacBooks need to be left at the Helpdesk.

- **I will use appropriate and respectful language in all communications.**  
 As we encourage students to become life-long learners, we continually stress the need to participate in the school and greater community in a manner which reflects our Christian values. While using a laptop, students must use appropriate and respectful language in all communications. Communications that are determined to be harmful or rude to others will be addressed in accordance with the Middle School Code of Conduct.
- **I will abide by copyright laws.**  
 Copyrighted material is protected by law. Any use of copyrighted material should be appropriately noted in any school work. Please check with a middle school teacher if you have any questions about using copyrighted material or how to give credit for use of any copyrighted material.
- **I will not use the MacBook to access social networking sites such as MySpace, Facebook, or WebKinz.**  
 OLG owns the MacBook. Because of many security, safety and content issues associated with social networking sites, students are not permitted, at home or at school, to use the MacBooks to access these sites. The students also are not permitted to send e-mail, instant messages, or other communications from the MacBooks, unless such use is authorized or directed by the Middle School faculty or administration. We do not have the staff time to monitor such communications in order to ensure that they are at all times appropriate. While games are prohibited during the school day unless under the direction of an OLG staff member, students may use any games which are already loaded on the MacBooks while at home. Students should not download games onto the MacBook unless directed by an OLG staff member. Fantasy sports websites are allowed only when used under the supervision of a staff member during class instruction or as an elective. Headphones are prohibited in class unless directed by an OLG staff member.
- **I will not use or harm another student's laptop. I will not loan the MacBook assigned to me to others. I will not use or attempt to use another student's or an OLG staff member's subscriptions, logins, files, or personal information. I will not intentionally spread or create a computer virus.**  
 The MacBook is assigned to one student for educational purposes and should not be loaned to others, including parents and other family members. Passwords and logins should also remain confidential with the individual students. Any material on the MacBook or obtained with the logins or passwords is the responsibility of the student. Students may not host any Internet pages on the MacBook.
- **I will not give out personal information, such as my name, address, photo, or other identifying information on the Internet, nor will I misidentify myself in online communication in an attempt to avoid detection for any misbehavior or rules violation.**  
 Giving out personal information on the Internet can be dangerous. Students should only give information if directed by an OLG staff member. Students should never misidentify themselves or their age on the MacBooks. Students should not share files except for school-related projects.

- **I will not change the configuration of the MacBook, including the network and security settings. I will not install or remove hardware or software, except as directed by an OLG staff member.**

The MacBook is set up so all students have the same configuration and can easily be accessed with teacher direction. Students should not install or remove any files except their own school work or personal files.

- **I will not deface or otherwise decorate the MacBook. I can decorate the Always On MacBook Case if approved by my parents.**

Students are expected to treat the MacBooks with care and respect. The MacBooks are the property of OLG and are not to be defaced by any student. This includes pen marks, stickers, marring the surface, picking at the keys, glitter, etc. The cases have been purchased by parents and may be decorated by students if approved by parents. Be sure to remove the MacBook from the case during the decoration process and temporarily store it in a very secure location. If a student chooses not to decorate their case and the case is in good condition, opportunities for resale to others may be available next year at Registration.

- **I will not travel with or use the MacBook at locations other than home/school without my parents' permission.**

Rather than set limits on the use of the laptops which might be too restrictive for some students and too permissive for others, we are relying on parents to be the best judges of where and how their child may use the MacBook. Ultimately, it is the parents who bear the financial responsibility for any damage to or loss of the MacBooks so we decided it was best that parents also decide and enforce the limits of use which best fit their child.

- **I will not attempt to repair, alter, or make additions to the MacBook.**

If any repairs need to be made, the student can turn the MacBook in at the OLG Helpdesk and receive a loaner computer until the assigned computer is repaired. No attempts should be made to fix the laptop except as supervised by an OLG staff member or at the OLG Help Desk. Unauthorized repairs to the MacBook can invalidate its warranty.

- **I will not leave my computer in my locker overnight. If I am unable to take the MacBook home to recharge it on an occasion, I will arrange with the OLG Help Desk to leave it to charge in a secure location at school.**

The MacBook is not to go to after school events or sports events. The school does not have the space to store and charge all of the laptops each night. However, we recognize that there might be an occasion where an after school activity may require that the laptop be left to charge at school. In such cases, students may arrange with the OLG Helpdesk to leave the MacBook overnight to charge. If the student needs to charge the laptop at school, the student should bring the charge cord to school to charge overnight. It is the responsibility of the student to be prepared to use a flash drive to complete their homework if the MacBook is left at school to charge.

- **I will report all problems and damage immediately to the OLG Helpdesk. I will not attempt to remove asset or identification names on hardware or software. I will report**

**loss/theft of my MacBook to my parents, OLG, and proper authorities within 24 hours.** Students should report all damage to OLG Helpdesk within 24 hours or during the next school day. **Parents should fill out a MacBook Damage Report Form available on [www.olgschool.net](http://www.olgschool.net) for their student to turn in to the OLG Help Desk.** Any theft should be reported to the student's parents, the police and the OLG Help Desk within 24 hours. Laptops should never be left in a car even if the car is locked.

**Section II**  
**MacBook Quick Tips**

Things You Should Do	Things You Should NOT Do
<ul style="list-style-type: none"> <li>• ALWAYS keep the MacBook in the Always On MacBook Case.</li> <li>• When storing the MacBook in your <u>locked</u> locker (for lunch, gym, etc.), use the lower portion. Make sure no one else has your locker combination. If your locker won't close or lock, contact your homeroom teacher about leaving the MacBook with him/her.</li> <li>• Use the MacBook on a flat, stable surface. At school, keep it centered on the desk/table so it does not hang off the edge.</li> <li>• Keep liquids and food away from the MacBook. Keep magnets away from the MacBook.</li> <li>• Be careful with the screen. It is very delicate. Avoid touching it. Pick up the MacBook by the base, not the screen.</li> <li>• Be careful with the charger and avoid rolling over, stepping on, or "yanking" the cord. Damaged chargers or ports can lead to other computer damage.</li> <li>• Back up your important documents to an external flash drive on a regular basis. Be responsible for organizing and maintaining your files.</li> <li>• Report problems (including problems maintaining a charge) with the MacBook as soon as they occur.  <b>You are responsible for all work even if the MacBook is being repaired or you forget it at home.</b></li> <li>• No need to shut your computer down between classes. Just close the lid to put the MacBook to sleep.</li> <li>• If you accidentally access an inappropriate Internet site, notify an adult as soon as possible.</li> <li>• The MacBook belongs to OLG and may be inspected at any time. Be sure all content (images, video, text, etc) on the laptop is appropriate.</li> <li>• BE PATIENT. Sometimes computers require time to do their job.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not leave the MacBook unattended!</li> <li>• Do not pick at the MacBook keys or remove them for any reason. If something becomes lodged beneath a key, bring it to the Helpdesk. Broken keys may require keyboard replacement at your expense!</li> <li>• Chatting (e.g., applications like AIM) and file sharing (including via school network) are not allowed on the MacBook at home or at school.</li> <li>• Never attempt to access another's files, accounts, or hardware. Do not share passwords with other students.</li> <li>• Do not place anything between the screen and keyboard when you close the MacBook. The only thing (including pencils or pens) which belongs in the laptop bag is the MacBook.</li> <li>• Do not scratch, hit or push on the screen's surface. Slamming the lid and heavy pushing on the MacBook will crack the screen. Also, do not put heavy objects on top of the MacBook! Do not pick the laptop up by the screen.</li> <li>• Do not attempt to repair the MacBook yourself or ask an outside provider to do so. This may void the warranty.</li> <li>• Do not charge the laptop where it might be stepped on.</li> <li>• Do not expose the MacBook to extreme temperatures, whether hot or cold. Extreme temperatures can damage the computer's components.</li> <li>• Do not leave the MacBook visible in your car.</li> <li>• Never use the MacBook on the bus or in a car.</li> <li>• Do not turn the Bluetooth connection on as it significantly drains the battery power.</li> </ul>

### **Section III**

#### **Questions and Answers**

**Q1: I am concerned about the fees that I may be charged for fixing the MacBook assigned to my child. What are they?**

**A1:** Section IV of this Handbook addresses some of the typical repair fees.

The Apple warranty covers defects in materials or workmanship that may occur. What it does not cover is damage which occurs as a result of abuse, neglect, misuse, repair by an unauthorized party, unauthorized modification, extreme environments, power surges, lightning, fire and the like. Thus, for example, damage that may occur as a result of extreme heat or cold if a MacBook is left in a car for long periods of time will not be covered under the Apple warranty, and you will be charged for repair. This also includes damage that may occur as a result of a power surge so we **strongly encourage the use of the MacBook with a surge protector at home.**

OLG will provide routine hardwire maintenance, but does not provide insurance for theft or loss, nor is the school responsible for damage resulting from negligence, misuse or the other above non-warranty repairs. Most repairs are likely to be covered, but Apple has the final decision as to whether or not they consider the damage caused by “customer abuse” or “ordinary wear and tear.” The following are examples of items not covered by Apple warranties: missing keyboard keys, cracked cases and screens, liquid damage, and damaged power adapters.

While the parish’s insurance program will cover loss of the laptops should there be a fire at the school when the laptops are present, the deductible on the parish program is higher than the cost of one laptop and would not cover theft, loss or damage which is the result of one student’s abuse or neglect. For more information on the charges associated with such abuse or neglect, please see Section IV.

**Q2: May students install software they have purchased on the MacBooks?**

**A2: No.** As the owner of the MacBooks, OLG must hold licenses for all software loaded on the laptops. Moreover, we are concerned about the operational efficiency of the laptops. Installing additional software may negatively impact the laptops’ ability to operate the programs which have been loaded for educational use. Most printers are already supported by the MacBook. If your home printer is not supported, you can bring the disc (or the name and model # of your printer) to the OLG Helpdesk where the printer driver will be installed for you unless you own a printer which is not supported by the MacBook. Software updates for the software which is already loaded on the MacBooks will be handled in school or via the network.

**Q3: Are students allowed to check e-mail on the MacBook at home?**

**A3: No.** OLG has decided not to allow the use of e-mail, instant messaging and other interactive communications unless directly supervised by an OLG staff member for a school-related project. If students have home email accounts, they should be using their home/personal computers to access it.

**Q4: May students put music on the MacBooks?**

**A4: Yes. However, there are a few rules:**

1. Students should not download or upload any music they do not personally own. In other words, if you have purchased the music on CD, you may upload it to the MacBook as long it is not done so excessively (rule of thumb - no more than 1 GB of music per student).
2. Music should not be downloaded from websites. Most websites which distribute music do so in violation of copyright as they neither collect or pay royalties to the owners of the music.
3. With your permission, students may download music via iTunes to the MacBook; provided that it is not done so excessively. However, any music on a MacBook will not be backed up to OLG's server. Consequently, we recommend that the MacBook not be the primary iTunes library for your student as they may lose music they have purchased.
4. Music should not be "shared" at any time.

**Q5: Are students allowed to play games online while at home?**

**A5: No.** It is a violation of OLG's policies to use the MacBook for non-instructional use.

**Q6: I have several students with MacBooks. How do we keep them straight?**

**A6: The asset tag.** Write down the 4 digit asset tag located on the bottom of each MacBook. Each laptop has a different tag.

**Q7: What do I do if the laptop isn't working correctly?**

**A7: The Helpdesk is available to assist.** Students may come to the Helpdesk the next school day. We open at 8:00 AM on most school days. Using a home computer, students may also submit questions or an incident report via the link at [www.olgschool.net](http://www.olgschool.net). In the first several weeks of the roll out, the Helpdesk will be available to students to ensure that they are able to operate the primary learning tools on the MacBook. Thereafter, assuming other repairs are not more urgent, students can bring their iTunes and other questions to the Helpdesk for assistance as time permits.

**Q8: My child already has a laptop. Can s/he use it instead of OLG's MacBook?**

**A8: No.** We have carefully chosen what is on the laptops we are loaning to the students. All students will have the same programs available to them, and it is those programs the teachers are prepared to use and supervise. Further, since the students will be saving to the school's network, we want to be sure that the computers the students use are designed to work efficiently and effectively with the school's network. Finally, our Helpdesk is set up to assist students with the MacBooks, and we do not have the resources to add other computers into that mix.

**Q9: May I use my home printer with the MacBook?**

**A9: Probably.** Most home printers are easily supported by MacBooks. Dell printers are the one noted exception—they do not work with the operating system on the MacBooks. Getting your home printer to work with the MacBooks is explained in the Support file on the MacBook. If you cannot get your printer to work, do not install the software at home.

Please bring the printer operating disc (or the name and model # of the printer) to the OLG Helpdesk, and it will be installed for you.

**Q10: How do I configure Internet access?**

**A10: There is a desktop guide.** How to configure wireless access is clearly explained in the Support file available on the MacBook.

**Q11: Where can I find other useful information about the MacBook?**

**A11: You should review the contents of the Support file on the MacBook.** A number of topics are explained in great detail in this file, and you will find the answer to many of your questions there.

**Q12: Why is the MacBook operating so slowly?**

**A12: Restart the MacBook.** Like most computers, the MacBooks will at times freeze or seem to operate too slowly. In such cases, you should power off the MacBook, wait several minutes and then restart. If this does not improve the operation of the MacBook, seek assistance at the OLG Helpdesk.

**Section IV**  
**2008-09 Program Fees and Expenses**

Category	Fee charged to student/family
Middle School Technology Fee	\$100
Always On MacBook Case	\$80
Defects in materials or workmanship	Covered by Apple warranty
Damaged or lost AC adapter	\$71 (approx.)
Damage caused by abuse, neglect or misuse	50% of the repair cost (including shipping)**
Damage beyond repair (1 <sup>st</sup> occurrence)	50% of the shipping and replacement cost
Damage beyond repair (additional occurrences)	100% of the shipping and replacement cost
Loss or theft (1 <sup>st</sup> occurrence)	50% of the shipping and replacement cost
Loss or theft (additional occurrences)	100% of the shipping and replacement costs

\*\* We do not know the actual cost of a repair until it has been performed. However, we asked our authorized vendor for some typical repairs costs, and they gave the following estimates: broken screen \$650; spill on MacBook \$700-\$800; and broken case \$350.

## **Section V**

### **MacBook Basics and How to Care for the MacBook**

#### **A. Tips for Getting the Most from your Battery**

- Dim the screen a few notches. (Use F1 and F2 keys.)
- Avoid using applications that are power-hogs unless required for class (playing CDs, screen savers, graphics intensive software). Even an unused CD in a drive uses power.
- Whenever the MacBook is not in use, put it to sleep by closing the lid. Always put the MacBook to sleep if it will be used within the next two hours, since restarting the MacBook within two hours will use more power than “sleeping”.
- Use a light colored/simple desktop image. Complex and dark images use more battery power.
- Keep the MacBook in moderate temperatures. Extreme temperatures will diminish the battery’s capacity and can damage the laptop. **DO NOT LEAVE THE MACBOOK IN THE CAR.**
- Turn off the Airport if you don’t need to be online or to use the server (click the radar sign in the upper right corner to turn off and on).
- Do not use or turn on the Bluetooth connection.

#### **B. Cleaning the MacBook**

Please follow these general rules when cleaning the outside of the MacBook:

- Take the MacBook out of its protective case.
- Disconnect the power adapter and modem cable, and remove the battery.
- Use a damp, soft, lint-free cloth with water only to clean the MacBook’s exterior. 3M makes excellent microfiber cloths for this purpose; any lint-free cloth will do.
- Avoid getting moisture in any openings. Do not spray liquid directly on the MacBook.
- Do not use aerosol sprays, solvents, or abrasives.
- Keep moisture away from laptop.
- When the laptop is fully dry, return it to its “always on” laptop bag.
- To prevent the need for cleaning, make sure your hands are clean when using the MacBook; do not eat or drink around the hardware.

#### **C. Cleaning the MacBook Screen**

To clean the MacBook screen, please do the following:

- Take the MacBook out of its protective case.
- Disconnect the power adapter and modem cable, and remove the battery.
- Dampen a clean, soft, lint-free cloth with water only and wipe the screen. Do not spray liquid directly on the screen.

#### **D. Cleaning the Keys and the Track Pad**

To keep the MacBook keyboard clean, make sure your hands are clean when using it. To clean the keys or the track pad, use a soft, slightly damp cloth and wipe across keys and pad gently. Do not spray cleaning products or water onto keyboard. Be careful when cleaning so that the keys do not pop off. Do not pick at the keys. If keys do pop off, take the keys and the

MacBook to the OLG Helpdesk. Never use a sharp object on your track pad.

### **E. Storing the MacBook**

If you are going to store the MacBook for an extended period of time, do one of the following to prevent the MacBook battery from becoming completely depleted:

- Keep the power adapter connected.
- Fully charge your MacBook battery before storing the laptop.
- Fully charge and then remove the MacBook battery when storing the laptop long term.

### **F. Plugging In the Power Adapter**

It is your responsibility to charge the MacBook nightly and begin first hour with a fully charged battery. Remember, chargers stay at home unless you are asked by the Helpdesk to bring it in. Always leave space around your power adapter. Do not use this equipment in a location where airflow around the power adapter or laptop is confined. You should charge the laptop while it remains in the “always on” laptop bag. A quality surge protector can help prevent damage from power surge.

**WARNING:** Use only the power adapter that came with the MacBook. Adapters for other electronic devices (including other portable computers) may look similar, but they may affect the MacBook’s performance or damage it.

### **G. Using the MacBook**

When using the MacBook or when charging the battery, it is normal for the bottom of the case to get warm. You should only use the MacBook when it is on a flat, stable surface. The bottom of the protective case functions as a cooling surface that transfers heat from inside the MacBook to the cooler air outside. The bottom of the case is raised slightly to allow airflow that keeps the unit within normal operating temperatures. In addition, the laptop vents warm air from the back of the case.

**WARNING:** Do not place your MacBook on a pillow or other soft material when it is on, as the material may block the airflow vents, in particular the rear vents, and cause the laptop to overheat. Never place anything over the keyboard before closing the display.

### **H. General Safety Instructions**

**You should immediately disconnect the power plug (by pulling the plug, not the cord), remove the battery, and disconnect any internet connection if any of the following conditions exists:**

- The power cord or plug becomes frayed or otherwise damaged.
- You spill something into the case.
- The MacBook is exposed to rain or any other excess moisture.
- The MacBook has been dropped or the case has been otherwise damaged.
- You suspect that the MacBook needs service or repair.
- You want to clean the case (use only the recommended procedure described earlier).

**NOTE:** The only way to disconnect power completely is to unplug the power cord and internet connection and remove the battery. Make sure at least one end of the power cord is within easy reach so that you can unplug the MacBook when you need to.

**WARNING:** The MacBook's AC cord comes equipped with a three-wire grounding plug (a plug that has a third grounding pin). This plug will fit only a grounded AC outlet. Do not insert the plug into an outlet which is not grounded.

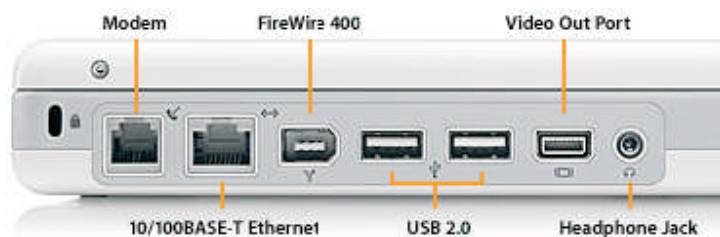
**Be sure that you always do the following:**

- Keep the MacBook away from sources of liquids, such as drinks, washbasins, bathtubs, shower stalls, and so on.
- Protect the MacBook from dampness or wet weather, such as rain, snow, and so on.
- Follow all instructions and warnings dealing with the MacBook.

**WARNING:** Electrical equipment may be hazardous if misused. Never push objects of any kind into the MacBook through the openings in the case. Doing so may be dangerous and may result in fire or electric shock.

**I. Connectors and Ports**

Never force a connector into a port. If the connector and port don't join with reasonable ease, they probably don't match. Make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port. When removing the connector from the port, remove it by pulling on the connector, not the cable. Some types of connectors have a release clip that releases the connection. It's important to release these types of latches before removing the connector from the port. Failure to release this retention latch or abruptly pulling on the cord could cause damage to the connector or the laptop.



NOTE: the above image is of an iBook not a MacBook – the port locations, etc are different on the MacBook

**J. MacBook Assistance and Repair Process**

Students should follow the below steps to address any problems with the MacBook:

1. Ask a teacher or another student for help
2. Take the MacBook to the OLG Helpdesk
3. OLG Helpdesk will determine the nature of the problem
4. If the laptop is fixable within 5 minutes, the laptop will be returned to student.
5. If not fixable on a short term basis, the MacBook will be evaluated further and the student will be given a loaner for temporary use. The OLG Helpdesk may repair the

MacBook on site or may send the MacBook Apple for repair.

**NOTE: Do not seek technical assistance from outside providers. OLG's warranty with Apple could be voided if unauthorized repairs are performed.**