



1:1 Device – Frequently Asked Questions

Here are some of the most frequently asked questions. If you do not find your answer to your question here, feel free email helpdesk.gville.k12.ms.us

What grades and schools will receive laptops?

All students in grades Pre-K-12 will receive Windows laptops for use in school and home

Is there a cost to parents whose child receives a laptop associated with the 1:1 initiative?

There is a Repair/Replace fee scale that each parent should have received from the school and it is also posted on our district website.

Are cases being issued with the devices?

Yes. In order to reduce risk of damage a protective, an “always on” carrying case will be provided with each student laptop. Students are expected to keep their laptops in the protective case at all times.

Can anyone other than the student uses his/her laptop?

Each student will be assigned an individual username and password.

Will parents need to purchase additional items for the laptop?

No.

What if the laptop stops working at home (after school hours)?

GPSD students will need to bring the laptop to the school during school hours and the school will complete a work order so the technology department can determine the issue or email helpdesk.gville.k12.ms.us

What will be the consequences for misuse or inappropriate use of the laptop?

Details are provided in our Technology Student Handbook.

What filter(s) are in place to protect students from visiting harmful websites?

GPSD laptops utilize the Cisco Umbrella filter software. Students will have the same filtering protection at home as they do at school with the addition of social media access (i.e. Facebook, Twitter, Instagram).

If a student has a personal laptop can they use that in place of a district issued laptop?

Yes, but parents must complete the GPSD Device Opt out form. The goal of the 1:1 initiative is to provide every student with the same device. The district is not able to provide support or install software on personal devices; therefore, the use of personal devices is not a viable alternative to a district provided device. State Test software cannot be installed on personal devices

Can a student change their password?

No. If the student forgets their password their teacher will be able to tell them. If their password gets compromised in any way the student will contact the school for further assistance.

Some district software is not installed on my laptop. How can I install it?

All District software is pushed out to the devices through the district's management system. Students do not need to install software, because it will not work on the laptops.

If my student withdraws from Greenville Public School, what happens to the laptop?

If the student has withdrawn from school, they must return the laptop to the school that it was issued from. If this does not occur, the parents will be charged for the device and prosecuted by the local authorities

What if students do not have access to the Internet at home?

The district has installed outside internet access points at the following school sites:

- Akin, Boyd, Trigg, Waddington, Coleman, T.L. Weston, Greenville High, and Manning
- The district will have internet on buses that will be stationed in different areas of the city.
- The District will issue hot-spots to families. This will be determined by the schools.
- The following Internet Providers are giving discounts on their internet services:
 - At&t and Suddenlink
- There are a number of locations in the area that offer free Internet access.